Puketāpapa Local Board Workshop Programme

Date of Workshop: Thursday, 26 September 2024

Time: 9.55am – 2.00pm

Venue: Puketāpapa Local Board, 560 Mt Albert Road, Three Kings and Online via Microsoft Teams.

Apologies: Mary Hay (Senior Local Board Advisor)

Time	Workshop Item	Overview	Governance role	Presenter/s
		Karakia		
		Whakataka te hau ki t	e uru.	
	The wind blows from the west.			
	Whakataka te hau ki te tonga.			
		The wind blows from the	e south.	
		Kia mākinakina ki ι	uta.	
	It pierces the land with its wintry nip.			
	Kia mātaratara ki tai.			
	And slices the sea with its freezing chill.			
		Kia hī ake ana te ata	kura	
		When the red dawn b	reaks	
		he tio, he huka, he ha	auhū.	
		there is ice, snow and	I frost.	
		tihei mauri ora!		
		indeed, there is li	fe	

Time	Workshop Item	Overview	Governance role	Presenter/s
9.55am – 10.00am (5 mins)	Item 1 Declarations of interest	Purpose: Board only discussion.	What is the local board's governance role with regards to the item being workshopped: • Keeping informed	Ella Kumar Chairperson
10.00am – 11.00am (60 mins)	Emergency Management workshop 3 Information Materials: i) Powerpoint: LB Emergency Readiness and Response Plan ii) Word: draft Puketāpapa Local Board Emergency Readness and Response Plan iii) Word: example Devonport-Takapuna Local Board Emergency Readiness and Response Plan 2024 iv) Memo: final draft PLB Emergency Readiness and Response Plan	Purpose: To finalise with the local board the draft emergency response and readiness plan prior to a report going to the 05 December 2024 business meeting for adoption.	What is the local board's governance role with regards to the item being workshopped • Setting direction/priorities and budget • Local Board feedback/direction Keeping informed	Ben Gordon Senior Community Planning and Readiness Advisor
11.00am – 11.45am (45 mins)	Item 3 Local Board Annual Planning workshop 1 – Context setting, process overview and strategic approach Information Materials: i) Powerpoint: Local Board Annual Planning Workshop 1	Purpose: An introduction to the local board for annual planning for 2025/2026.	What is the local board's governance role with regards to the item being workshopped Local Board feedback/direction Keeping informed	Vanessa Phillips Local Board Advisor Manoj Rathod Lead Financial Advisor

Time	Workshop Item	Overview	Governance role	Presenter/s
11.45am – 12.45pm (60 mins)	Board lunch time			
12.45pm – 1.45pm (60 mins)	Item 4 Auckland Transport Monthly Update Information Materials: i) Powerpoint AT Update	Purpose: To provide and monthly update from Auckland Transport.	What is the local board's governance role with regards to the item being workshopped • Setting direction/priorities and budget • Local Board feedback/direction • Keeping informed	Jennifer Fraser AT Elected Member Relationship partner.
		Closing - Kara	ıkia	
		Unuhia, unuhia		
		Draw on, draw or	1	
		Unuhia mai te urutap	ou nui	
		Draw on the supreme sad	credness	
		Kia wātea, kia mār	nā,	
		To clear and to set t	free	
		te ngākau te tinana, te h	inengaro	
		the heart, the body and the in	ner essence	
		i te ara takatū		
		In preparation for our pa	athways	
		Koia rā e Rongo)	
		Let peace and hum	ility	
		be raised above a	II	
		e whakairia ake ki ru	ınga	
		Kia tina! Haumi e	9!	

Time	Workshop Item	Overview	Governance role	Presenter/s
		Manifest this! Realise	this!	
	Bind together! Affirm!			
		Hui e! Tāiki e!		

Recess week scheduled: Monday, 30 September 2024 – Friday, 04 October 2024.

Next workshop: Thursday, 10 October 2024 at 10.00am. Next business meeting: Thursday, 17 October 2024 at 10am.



Puketāpapa Local Board Emergency Readiness & Response Plan

Workshop 3

Ben Gordon

Senior Community & Planning Readiness Advisor

26 Sept 2024



Local Board ER&R Plan development process



4 May

Workshop 1:

Introductory workshop with Local Board

Purpose:

- To agree approach.
- To nominate working group.

4 July

Workshop 2: August Purpose:

- To workshop elements of draft plan (hazards, CDCs and CEHs) and receive feedback.
- To identify key community groups to test plan with.

26 Sept

Workshop 3: Purpose:

- To agree final draft Local Board Plan.
- To agree communication and launch plan.

5 Dec

Business meeting: Purpose:

- To adopt plan.
- Commence communication and launch activities.

Drafting of Local Board Emergency Readiness & Response Plan

Local Board Working Group (or representative(s), Senior AEM Advisor,





Workshop purpose

 To present the final Puketāpapa Local Board Emergency Readiness and Response Plan

• To present the proposed launch strategy, including a soft launch post adoption and a full public launch over February and March 2025.





Community engagement

Mixed model engagement process: individual email feedback, face-to-face meetings, Zoom meetings.

Contributors included:

- Individual community members who stood up during the Auckland Anniversary Floods in 2023
- Community and Faith-based groups
- Community network organisations (ARK and Roskill South Hub)





Auckland Council demographic panels

Ethnic, Pacific Peoples, Youth, Seniors, Disability and Rainbow Communities. Feedback centered around:

- Communication of the plan post-adoption
- Images within the plan to be representative of Auckland's diversity
- Training opportunities for Community Emergency Hubs to be inclusive of diversity
- The plans being condensed
- Including advice for apartment dwellers
- Diverse life experiences and input from one panel is also relevant to circumstances of other communities.





Final draft Emergency Readiness and Response Plan

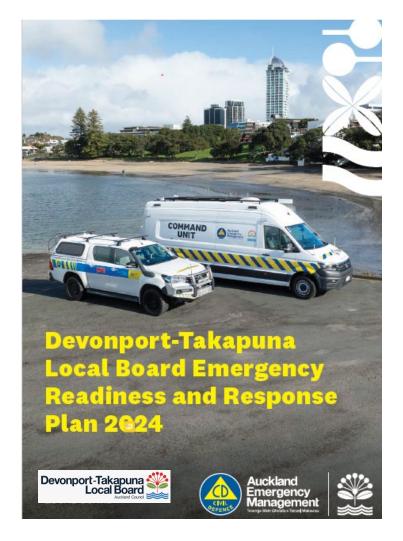
As a result of feedback, the ER&RP layout has:

- Two 'pull out' sections in the front and back of the plan.
- Front pull-out section holds critical information: key contacts, emergency information, if you need to evacuate, top tips to get ready.
- Back pull-out section has hazard factsheets and hazard maps covering power outage, sever storm, flooding, thunderstorms and tornados, landslides, earthquakes, tsunami, pandemic, wildfire and volcanic eruption.
- The body of the plan has been crafted around the 4Rs of Emergency Management: reduction, readiness, response and recovery.
- Final design will be ready for adoption at the December business meeting.





Final ERRP layout and design: Key contacts and information





Key contacts & emergency information

Dial 111 for emergencies where there is erious, immediate, or imminent risk to Life or property and request Police, Fire

Auckland Emergency Management

Dial 0800 222 200

- aucklandemergencymanagement.org.nz
- aeminfo@aucklandcouncil.govt.nz

Social media:

Dial (09) 301 0101 for Auckland Council

aucklandcouncil.govt.nz

Radio Stations for emergency information

- 756 AM or 101.4 FM
- More FM 91.8 FM Planet FM 104.6FM

Local accident and urgent care clinics

- North Shore Hospital Emergency Departme open 24 hours | phone (09) 486 8900.
- Shorecare Urgent Care Smales Farm open 24 hours | phone (09) 496 7777.
- Northcare Accident & Medical open daily from 8am-6.30pm | phone (09) 479 7770.
- White Cross Glenfield Urgent Care and GP services open daily from 8am - 8pm | phone (09) 444 4244.

Report a problem If life is at risk dial TTL

M Electricity and gas

If you can smell gas, dial 111 and ask for Fire and Vector on 0800 764 764.

For outages and faults, report online at vector.co.nz/personal/outages-faults. Also report. outages to your electricity provider.

To report a problem with your broadband, contact Charus on 0800 600 100. For internet outages go to chorus.co.nz/outages

Flooding

To report flooding to Auckland Council call. (09) 301 0101.

Water supply and wastewater

To report a problem, contact Watercare via Live Chat at watercare.co.nz or call (09) 442 2222 and press 1. For outages or faults go to

watercare.co.nz/Faults-outages/Current-outagesand-upcoming-shutdowns

Fallen trees or debris

To report fallen trees or debris, go to Auckland Council's 'Report a Problem' tool. aucklandcouncil.govt.nz/report-problem/Pages/

S Roads

To report an urgent State Highway issue, call NZ Transport Agency Waka Kotahi on 0800 44 44 49. To report a non-urgent issue, go to nzta.govt.nz/ contact-us/email-us/state-highway-issue-or-fe

To report an urgent Auckland arterial road issue, call Auckland Transport on (09) 355 3553. To report a non-urgent issue, go to Auckland

Transport's website contact.at.govt.nz Access NZ Transport Agency's Waka Kotahijourney planner at journeys.nzta.govt.nz/journey-planner to see disruption on State Highways.

Access Auckland Transport's roadworks and disruptions at at.govt.nz/projects-initiatives/ roadworks-and-disruptions to see disruption on

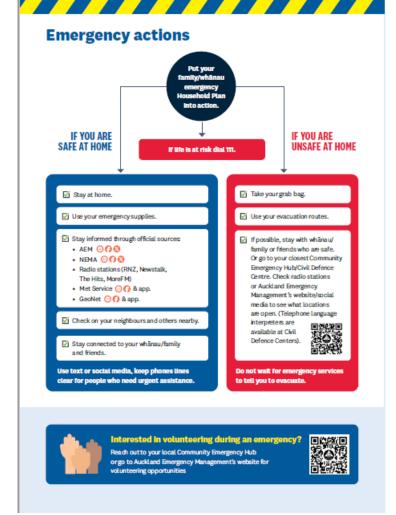




Final ERRP layout and design











Final ERRP design layout: 4 Rs of emergency management

Reduction

What is reduction?

Risk reduction involves analysing risks to life and property from hazards, taking steps to eliminate those risks if practicable, and, if not, reducing the magnitude of their impact and the likelihood of their occurrence to an acceptable level.

Why is reduction important?

a risk and it has not been acted on, one of the first questions asked after an incident is - why did we let this happen?

losses are irreplaceable and can have a deep and lasting impact on communities, businesses and

help reduce long-term impacts and support recovery

Roles in reduction - who does what?

- Understand the hazards and risks in your local area, place of work, school and anywhere else
- Reduce the risk of landslides by ensuring areas within your property are stable, and retaining
- Reduce flooding on your property by making keeping your drains clear.
- Understand and help communicate the hazards and risks of their local area. Host local events to increase public awareness of hazards and preparedness Help those not able to clear drains on or near their property.
- · Get involved in a community planting event.
- Educate and support the community through preparedness measures. Provide community activities and events to increase public awareness of hazards and preparedness such

Provide warnings and alerting tools to stakeholders and the public.

- as stream plantings, food security projects, active transport initiatives
- Work with partners to promote region-wide hazard information to improve knowledge and Undertake risk reduction initiatives across council departments, such as the Making Space for Water
- - Ensure planning for the built environment is consistent with national policy, and informed of current and

Reduction saves lives and property. If we know of

Many things can be rebuilt or restored, but some

Effective reduction and hazard risk management can after an emergency is over.

Roles in readiness - who does what?

- - Develop plans for your household, whanau/family and friends. Keep enough emergency supplies to last three days.
 - Know where the nearest Civil Defence Centres are
 - Connect with neighbours. Understand your local hazard risks.
 - Identify local resources and support networks.
- Host getting to know your neighbours days and discuss support in an emergency Develop Community Response Plans.
 - - Establish Community Emergency Hubs as a place of shelter, connection and information during an emergency.
 - Encourage communities to prepare for emergencies
 - Promote events that support emergency planning and readiness. dentify who in the local community might be disproportionately affected by an emergency

 - Develop and refine contingency plans for dealing with high priority hazards.
 - Identify and mitigate gaps within lifeline utilities.
 - Assist community readiness through training, scenario exercising, preparedness information and helping community planning.
- Train council staff to assist Auckland Emergency Management in responding to an emergency Healthy Waters provides information regarding risks of flooding on property.

Readiness

What is readiness?

Readiness means having a plan in place that supports a fast and effective response to an emergency that will minimise the risk to life and property. This means everyone knows what they need to do in an emergency.

Being emergency ready includes:

- · understanding the hazards and risks
- · designating roles and responsibilities
- · identifying resources that are available creating plans and procedures
- · organising activities, initiatives and education that
- improve emergency readiness in the wider community knowing where to evacuate to
- · knowing how to keep informed

Why is readiness important?

Readiness is about knowing what to do when an emergency happens. It involves understanding the risks of hazards and making plans to address and minimise them during an emergency.

Being ready also reduces the impact on life and property of an emergency situation and enables a faster and stronger recovery.

Response

What is response?

Response is the action taken immediately before, during or directly after an emergency

Why is response important?

The quicker we respond to events and the more coordinated the approach, the less the

Working together in a coordinated way can save time and resources, which in turn, can save lives and money.

Roles in response - who does what?

Whānau &	
individuals	

- Check that whānau/family are safe. Use social media and text to free phone lines for
- Check in with neighbours and offer support to each other.
- Contact Auckland Emergency Management regarding needs in the community.
- Set up Community Emergency Hubs.
 Connect with organisations that have trained volunteers to help meet community needs.
- Identify high-level needs of the community and communicate this to Auckland Emergency Management Direct community members towards the right place to get the support they need.
- Act as a conduit for information as requested by the Emergency Coordination Centre
- Facilitate and help the community work together.
- Aonitor potential emergencies through the 24-hour Duty Team. Activate the Emergency Coordination Centre to coordinate the response to an emergency
 - Lead the conditation of response activities for geological, meteorological, and infrastructure hazards. Liaise with stakeholders and communities to prioritise response efforts.
- Set up Civil Defence Centres.
- - If needed, the mayor declares a state of local emergency The mayor is the principal spokesperson for an emergency to the public.
 - Auckland Council provide consistent and accurate information to communities and the media

Recovery

What is recovery?

During recovery from an emergency, arrangements are made to address its impacts and consequences. The length of time varies for each recovery, which may be weeks. months or years depending on the emergency.

Community is at the centre of recovery and their values and priorities must be considered. This is done by

- · supporting cultural and physical well-being of individuals and communities
- · minimising the escalation of the consequences of the disaster
- · reducing future exposure to hazards and their associated risks
- · regenerating communities in ways that will meet future needs.

Why is recovery important?

The recovery process is about supporting people to rebuild their lives and restore their emotional, social, economic and physical wellbeing. It is more than simply building back infrastructure.6

Recovery can be an opportunity for positive change. Lessons can be learned, vulnerabilities reduced, and action can be taken to be more resilient in future

Recovery is complex. Achieving a recovery's intended outcome requires communication. coordination, collaboration and time

Roles in response - who does what?

and what can be improved.

Stay informed, share recovery information for those impacted, and find creative ways to support those

Review and refine community response or resilience plans, identifying what did and what did not work.

- Attend training, such as psychological first aid, to learn how to assist those that are struggling.
- Host events, such as coffee mornings, to foster continued connection

 - Contribute to local awareness and help identify problems and vulnerabilities. Help set up support recovery efforts and ongoing recovery teams.
- Provide political leadership and champion the issues the community is facing.
- Undertake debriefs incorporating lessons learned into future work programmes May lead a local recovery response.

If needed, establish a Recovery Office to coordinate recovery efforts. Liaising with other recovery support agencies on behalf of communities.

Whānau & Individuals



The Local Board

Auckland **Emergency** Management Auckland Council





Future updates/maintenance of Emergency Readiness and Response Plan

Initial review/ check in:

- To be completed as part of the FY25/26 Local Board work programme
- Updates (if any) will capture any changes to Civil Defence Centre, Community Emergency Hub and/ or emergency communication and contact details.

Long term review cycle:

- Three yearly to align with the Local Board Plan cycle, or
- On an as required basis.





Launch strategy for Response Plan

Soft Launch: Following plan adoption 5 December 2024.

- Joint acknowledgement from Local Board and AEM to the community groups, businesses and members of the community who have been involved in the development of the plans.
- Uploading of the ER&R Plan and associated documents to Local Board website with links to AEM website.
- AEM and Local Board communications teams to work together to share the ER&R Plan on Local Board social media platforms.
- AEM support for proactive local media where requested.
- o Provision of a printed copy (limited print run) of the ER&R Plan to key community groups.

Public Launch: February - March 2025

- AEM and Local Board to receive bulk order of ER&R plans and supporting documents.
- Social media campaign across the Auckland Emergency Management and Auckland council social media (Facebook and X (formerly Twitter)) pages.
- o Proactive media interviews across different radio and news programmes.
- o Print media, newspapers, Our Auckland and local media newsprint.
- Distribution of printed copies of both the full ER&R Plans and fact sheets, Citizen Advice Bureaux and Auckland Council libraries.





Next steps

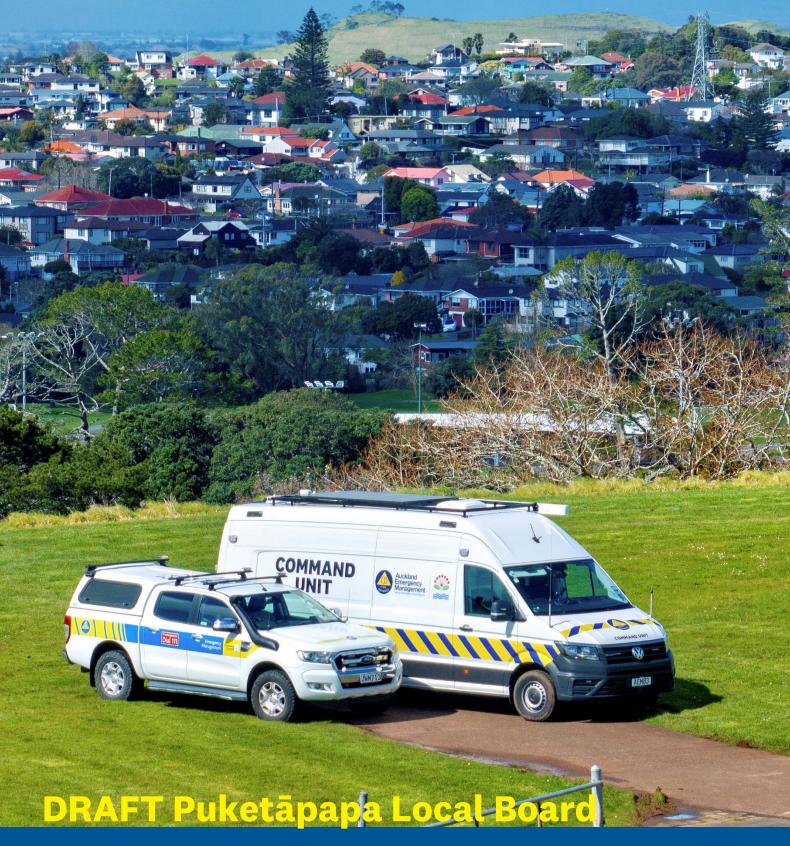
- Senior Advisor Community Planning and Readiness to finalise the Final Draft plan and recommend for adoption at a business meeting on 5 December.
- December 2024: Soft launch activities in accordance with launch strategy.
- February/March 2025: Public launch activities in accordance with launch strategy.











Emergency Readiness and Response Plan

Sep 2024, Version 3.0





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Chair Preface

This Emergency Readiness and Response Plan has been designed with your safety and resilience in mind. Knowing what the local hazards are and understanding how to respond effectively can make a significant difference when an emergency occurs.

This plan is more than just a set of guidelines, it's a tool to help you and your whānau be better prepared. It provides essential information about the hazards specific to our area and practical steps to ensure you are ready when the next emergency arises.

In our vibrant and diverse Puketāpapa Local Board area, we are no strangers to the unpredictable nature of emergencies and significant events. From the recent impacts of flooding in Mount Roskill to the global pandemic we faced – emergencies can strike anytime, anywhere.

The importance of being prepared cannot be overstated. Our community's response to the recent adverse weather events in 2023 is a testament to our collective strength and resilience. The response demonstrated how, when we come together, we can face challenges head-on and support one another in times of need.

I encourage you to have a good look at this plan, share it with your family and make sure everyone in your household knows what to do in an emergency.

Stay prepared and safe.

Ngā mihi nui,

Ella Kumar

Chair, Puketāpapa Local Board

Key contacts & emergency information

Dial 111 for emergencies where there is serious, immediate, or imminent risk to life or property and request Police, Fire or Ambulance.

*If you have difficulty hearing or talking on the phone, register to use '111 TXT', the emergency texting service at https://www.police.govt.nz/111-txt/how-register-111-txt.

*For urgent marine assistance, contact the Coastguard Marine Assistance on VHF Channel 16.

Auckland Emergency Management

Dial 0800 222 200 (emergencies only)	Website: www.aucklandemergencymanagement.org.nz Email: aeminfo@aucklandcouncil.govt.nz . Social media: Facebook@aklcdem [] X (formerly Twitter) @AucklandCDEM	
Dial 09 301 0101 (other queries for Auckland Council)	Website: www.aucklandcouncil.govt.nz	

Kāinga Ora Contact

Dial 0800 801 601 Kāinga Ora



https://kaingaora.govt.nz/en NZ/tenants-and-communities/our-tenants-healthand-safety/emergency-and-disaster-preparedness/

Radio Stations (for emergency information)

- Radio New Zealand 756 AM or 101.4 FM
- Newstalk ZB 894 FM
- The Hits 97.4 FM
- More FM 91.8 FM

For older persons or people with disabilities

Taikura Trust (for those under 65): 0800 824 5872 | www.taikura.org.nz

Whaikaha Ministry of Disabled People: 0800 566 601 | Text 4206 | contact@whaikaha.govt.nz

Te Whatu Ora (for older persons). Access this support through your GP or whānau/family doctor.

Other Non-Mainstream Radios List for Information

- Planet FM FM104.6 Ethnic radio
- Pacific Media Network (PMN) 531pi. 531AM
- Radio Spice Punjabi 88FM
- Radio Samoa 1593AM
- Radio Tama-Ohi 87.7FM



- New Zealand Chinese Radio 90.6FM
- Radio Tarana 1386AM
- Humm FM (104.2FM or 702AM)

Accident and urgent care clinics in the area

Puketāpapa Local Board:

 Local Doctors Mt Roskill - Urgent Care & GP 445 Richardson Road, Mt Roskill (09) 627 8552



Three Kings Accident & Medical Clinic
 536 Mt Albert Road, Three Kings (09) 625 2999



Neighboring Urgent Care Clinics to Puketāpapa

- The Doctors Onehunga 73 Church Street, Onehunga (09) 634 5184
- White Cross St Lukes 52 Saint Lukes Road, St Lukes (09) 815 3111
- 24/7 White Cross Ascot, Green Lane 90 Green Lane East, Remuera (09) 520 9555
- Royal Oak 7-day Urgent Pharmacy 703 Manukau Road, Royal Oak (09) 625 7422

To report a problem

In life-threatening situations always contact 111

Electricity and gas

If you can smell gas, dial 111 Fire and Emergency NZ and then Vector on 0800 764 764.

For outages and faults go to website https://www.vector.co.nz/personal/outages-faults. Also report outages to your electricity provider.

Flooding

Report public stormwater network or private property flooding to Auckland Council's Healthy Waters department by phoning (09) 301 0101.

Water supply and wastewater

Contact Watercare via Live Chat on their website https://www.watercare.co.nz/ or call (09) 442 2222 and press 1.

For outages or faults go to https://www.watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns.

Roads

For urgent State Highway issues call NZ Transport Agency | Waka Kotahi on 0800 44 44 49 or for non-urgent issues go to https://www.nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback/

For urgent Auckland road issues call Auckland Transport on (09) 355 3553, or for non-urgent issues, go to Auckland Transport's website https://contact.at.govt.nz/?cid=cc9a9258-7450-ec11-8f8e-002248181b18.

Access NZ Transport Agency's | Waka Kotahi journey planner on their website to see if your journey may be disrupted from incidents on any roads.

If you need to evacuate

Stay with whānau/family or friends or check which Civil Defence Centres (run by Auckland Emergency Management) or Community Emergency Hubs (run by community) are open on social media channels, websites or radio.

Puketāpapa Local Board Civil Defence Centres (run by Auckland Emergency Management)

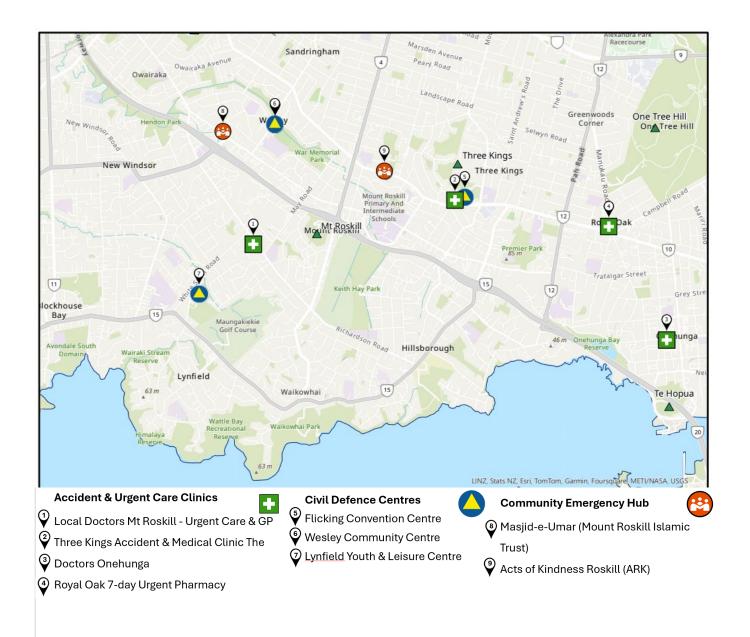
Before you go please call 0800 222 200 or (09) 301 0101 to see which Civil Defence Centre is open.

Name	Address	Services Provided & Accessibility
Fickling Convention Centre	546 Mount Albert Road, Three Kings	Shelter: beds, blankets, tea & coffee, culturally sensitive, council staff to help.
Wesley Community Centre	740 Sandringham Road Extension, Mt Roskill	Shelter: beds, blankets, tea & coffee, council staff to help.
Lynfield Youth & Leisure Centre	Margaret Griffin Park 16-18 Griffen Park Road, Mount Roskill	Shelter: beds, blankets, tea & coffee, showers, council staff to help.

Puketāpapa Area Community Emergency Hubs (run by Community)

Before you go to a Community Emergency Hub Centre, please call them or check their social media for opening times.

Name	Location/Social Media
Acts of Kindness Roskill (ARK)	24 Potter Avenue, Wesley https://www.facebook.com/arkpuketapapa/
Masjid-e-Umar (Mount Roskill Islamic Trust)	185 Stoddard Road, Mount Roskill https://www.facebook.com/masjideumar





Summary

Based on past events and data modelling, some of the hazards that have been identified most likely to impact the Puketāpapa Local Board rohe/ area are flooding, severe thunderstorms and Tsunami.

The Puketāpapa area is surrounded by flood plain and flood prone areas. Puketāpapa experienced significant flooding and storm damage in the 2023 weather events. This ward was one of the worst hit areas with nearly 1500 (1486) affected buildings, majority being white stickered with light damage.

Our coastlines are in the shore and marine Tsunami threat zone, with Wattle Bay in a Tsunami land threat zone. Most of our landscape lays in a dormant volcanic deposit with two volcanic vents located at Three Kings, Te Tātua-a-Riukiuta and Mt Roskill, Puketāpapa/Pukewīwī

Check what your local hazards are: Hazard Information Viewer

Click on the below caption for more information:









Volcano Factsheet Tsunami Factsheet



Earthquake **Factsheet**



Being ready for a biological outbreak, epidemic or pandemic Factsheet

Being prepared and ready can put you and your whanau in a better position for when unexpected weather events hit. The below information is a guide to help you prepare. We encourage you to look for the risks and hazards that are local to you, to make an emergency plan for yourself and whanau, and learn how to be prepared so when a disaster strikes you are ready to get thru.









Know your neighbours

Your neighbours are the closest people who can help you in an emergency. Getting to know the people in your street provides the first level of community support in responding to an emergency. Refer to page three in the <u>Make a Plan</u> and have a chat with your neighbour.

Volunteering – Community Emergency Hubs

Interested in volunteering during an emergency?

Reach out to your local Community Emergency Hub or go to AEM's website for volunteering opportunities





Top tips to get ready for an emergency

✓ Know your hazards (check Auckland Emergency Management's Hazard Viewer for your whare/home, work & school)



Create a Household Plan (including evacuation plans)



- ✓ Plan your evacuation routes
- ✓ Learn where you can go if you need to leave home for a while
- ✓ Keep emergency supplies (in your home and car)



- ✓ Keep spare cash (for when the electricity is down, and ATMs/card readers cannot be used)
- ✓ Check your insurance (keep electronic & hard copies)
- ✓ Prepare a Grab Bag (in case you have to evacuate)



- ✓ Know your neighbours (look out for each other)
- ✓ Get connected to your community (know your community's emergency plan)
- ✓ Learn & get prepared for specific hazards (e.g. storms and floods, landslides, earthquakes & volcanoes)



*mini diagrams to be added for each top tip

Steps to take in an emergency

→ Put your family/whānau emergency Household Plan into action.

In life threatening situations, contact emergency services on 111

If you are safe at home

- → Stay at home.
- → Use your emergency supplies.
- → Stay informed through official sources:
 - AEM website/Facebook/X
 - NEMA website/Facebook/X
 - Radio stations (RNZ756 AM or 101.4 FM, Newstalk ZB 894 FM, The Hits 97.4 FM, MoreFM 91.8 FM)
 - Met Service website/Facebook/app.
- → Check in on neighbours and others nearby.
- → Stay connected to your whānau/family and friends.

Use text/social media, keep phones lines clear for people who need urgent assistance

If you are unsafe at home

- → Take your Grab Bag.
- → Use your evacuation routes.
- → Go to family/whānau, friends or your closest Community Emergency Hub/Civil Defence Centre for support. Check radio stations and Auckland Emergency Management website/social media to see what locations are open. (*Language interpreters via phone are available at Civil Defence Centers).



Do not wait for emergency services to tell you to evacuate

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Introduction

This plan provides information and advice for people living and working in the local area to prepare for and respond to an emergency.

Climate change is increasing the frequency and impact of severe weather events that create an emergency situation in our communities.

As elsewhere in New Zealand, Tāmaki Makaurau is exposed to numerous potential hazards. A hazard is something that may cause, or contribute substantially, to an emergency. A hazard has the potential to adversely affect people, property, the economy, the environment, or other assets that we value with the risk assessed based on the likelihood of occurrence and the resulting impact.

This plan has been prepared in collaboration between Auckland Council's Auckland Emergency Management (AEM) department and the Puketāpapa Local Board to guide those living and working in the local area on:

- how to REDUCE the impact of a hazard
- how to be READY for an emergency situation
- how to RESPOND (e.g. what to do) during an emergency.

This plan also includes tips that will help an individual, a whānau/family, a community or a business start the RECOVERY journey after an emergency event has taken place.

Appendix 3 of this plan includes Hazard Factsheets that identify where more information can be found about what to do in specific emergency situations.

The Puketāpapa area / community

The Puketāpapa local board area is dynamic and diverse; in fact, it is the most culturally diverse area of Tāmaki Makaurau/Auckland. This plays a role in how our community prepares for an emergency. Puketāpapa's readiness planning takes into account the diversity of languages, shared resources, and the unique way residents connect to each other through community and faith-based groups.

Puketāpapa is made up of the following areas: Wesley, Mount Roskill, Hillsborough, Waikowhai, Royal Oak and Lynfield, each with unique characteristics. The geological, ecological, and social characteristics of our community also create a variety of needs when it comes to how we face certain hazards and best prepare for any emergencies.

Te ao Māori is valued and reflected in the rohe, as is the mātauranga (knowledge) held by mana whenua. Māori were the first people in Tāmaki Makaurau/Auckland, and the local board acknowledges their role as kaitiaki (guardians). Significantly, the Manukau Harbour, the Waikowhai Coast and Puketāpapa, have continually been the home of local tangata whenua for at least 800 years. Nineteen different iwi during this period have influenced and at different points been kaitiaki (guardians and protectors). This continues under mana whenua's guidance now, and into the future.



A vital component in how we prepare and respond during an emergency is reflected in the tikanga, cultural values, responsibilities, and rights that underpin mana whenua, including kotahitanga (unity), manaakitanga (hospitality), and

kaitiakitanga. Iwi, Māori and marae are an important fabric of our community. Although we do not have any marae in our local board, we acknowledge the significant natural landscapes within Puketāpapa that are:

- the Tūpuna Maunga of Te Tātua-a-Riukiuta /Big King and Puketāpapa/Pukewīwī/Mt Roskill. These are co-governed by the Tūpuna Maunga o Tāmaki Authority;
- Te Auaunga/Oakley Creek which is one of Auckland's longest urban streams, flowing from Hillsborough through Mt Roskill, Owairaka and Waterview to the Waitematā Harbour;
- The Waikōwhai Coast and Manukau Harbour.

These areas of significance also reflect the range of hazards within the area (e.g. flooding, tsunami, volcanic), and the collaboration of different cultural and community held matauranga (knowledge) in how we can best reduce risk and be prepared for all situations.

While disasters impact on the lives of all individuals affected, they frequently highlight enduring inequalities faced by culturally and linguistically diversecommunities (new settlers, refugees, asylum seekers, tourists, international students, migrants with limited English, people with cultural or religious practice and beliefs that are not familiar to mainstream Aucklanders). Auckland Emergency Management endeavours to empower these communities by offering resources in various languages, promoting accessibility of preparedness through essential messaging, access to phone interpreters at Civil Defence Centres.

The Puketāpapa local board area rohe/region has approximately:

- 56.949 residents
- 17 per cent are under 15 years of age (compared to 20 per cent of the Auckland region population)
- 14 per cent 65 years or older (compared to 12 per cent of the Auckland region population)
- 32 per cent identify as European (compared to 53 per cent of the Auckland region population)
- 6 per cent identify as Māori (compared to 11 per cent of the Auckland region population)
- 15 per cent identify as Pacific Peoples (compared to 15 per cent of the Auckland region population
- 50 per cent identify as Asian (compared to 28 per cent of the Auckland region population)²
- 5 per cent identify as Middle Eastern/Latin American/African and 'Other' (compared to 5 percent of the Auckland Region)

Further highlighting the diversity of Puketāpapa, there are at least 15 languages which have been identified as commonly spoken within the community. Hindi, Northern Chinese, Panjabi, Samoan, Tongan, and Yue all are all more commonly spoken in Puketāpapa than the common average throughout New Zealand. This shows the importance of making sure emergency information is accessible for all, and easily understood to allow for the effective communication of emergency readiness plans so that everyone is able to understand and share knowledge to be prepared for any future emergency.

The Puketāpapa Local Board area (alongside the isthmus as a whole) is a mix of scoria cones, lava flows, explosion craters and older sedimentary rocks. The area has been heavily urbanised in the past 150 years with 75% of land converted to urban or industrial use.

The types of hazards that might be experienced in the area include, but are not limited to:

- flooding;
- severe storms, thunderstorms and tornadoes;
- coastal inundation;

² Research and Evaluation Unit [RIMU]. (2019). 2018 Census Results: Local board and special area information sheets. Auckland Council.

• tsunamis.

Our board area has two volcanic cones which are The Tūpuna Maunga of Te Tātua-a-Riukiuta /Big King and Puketāpapa/Pukewīwī/Mt Roskill. Both maunga attract members of the public as they walk and enjoy the natural landscapes of Puketāpapa soaking in the views of Auckland. These are co-governed by the Tūpuna Maunga o Tāmaki Authority.

Te Auaunga/Oakley Creek is one of Auckland's longest urban streams, flowing from Hillsborough through Mt Roskill, Owairaka and Waterview to the Waitematā Harbour. The awa is a site of great cultural significance to Māori who are connected to the waterway. We also have the beautiful Waikōwhai Coast and Manukau Harbour and the Wairaki Catchment - The Wairaki Stream is on the northern coastline of the Manukau Harbour. The stream's headwaters are behind the Lynnfield town centre, and it flows to an outfall at Lynnfield Cove following this we have the Whau Stream catchment area that flows from one of our neighbouring local boards Whau.

Impacts from climate change were assessed recently as part of Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan with areas adjacent to Walmsley Park, Keith Hay park and the upper Oakley Creek catchment found to be vulnerable to flooding. Rising sea levels also create an increasing coastal inundation risk to low-lying coastal areas. This may result in coastal erosion or slope instability. In some areas, this poses a risk to coastal assets such as those providing access e.g. the Waikōwhai boardwalk was damaged and closed by landslides in 2023.

There is always the potential for these hazards to impact on the lives of those living in Puketāpapa. Impacts might range from losing essential utilities such as power or water, needing to shelter in place or it not being safe to use roads for an extended period of time, to needing to evacuate your home. By planning and knowing how to be ready for these types of situations, people and whānau will be in a better position when an emergency arises.

Auckland Civil Defence and Emergency Management (CDEM) Group

The Auckland Civil Defence and Emergency Management (CDEM) Group is comprised of a fluid number of government organisations, emergency services, businesses and community groups who work together to help our communities get ready and to support them through in an emergency.

It includes such members as; Met Service, Vector, NZ Transport Agency I Waka Kotahi, Salvation Army, NZ Fire Service, St John, Watercare Emergency Services, Health NZ I Te Whatu Ora, Police, Coast Guard, Surf lifesaving clubs, etc.

Civil defence is vital in keeping our communities safe and is most effective when we all play our part during an emergency situation. Being in a well-informed position to look after whānau/family, a household or employees is equally as important as the emergency services attending to urgent calls. It takes a whole of community approach to effectively reduce, be ready for, respond to, and recover from, an emergency situation in any effected area.



The role of Auckland Emergency Management (AEM)

Auckland Emergency Management (AEM) is a part of Auckland Council that works in partnership with emergency services and other organisations (e.g. CDEM Group) to ensure effective coordination of civil defence and emergency management within the Auckland region.

The aim of Auckland Emergency Management is to:

- understand Auckland's hazards and the risks they may pose
- coordinate all planning activities related to hazard and emergency management
- encourage cooperation and joint action within the region
- assist our communities to become more resilient to hazards and be prepared for emergencies.

You can read more about Auckland Emergency Management's role, in the Tāmaki Makaurau Auckland Civil Defence and Emergency Management Group Plan 2024-2029.



Auckland Emergency Management provides a coordinated and integrated approach to the way significant risks and hazards are managed in the Auckland region using a framework of the Four Rs, e.g. 'Reduction', 'Readiness', 'Response' and 'Recovery' as shown in the diagram below.

Reduction

Whakaititanga

Reducing the impact of hazards on our whānau, businesses and community

Readiness

Whakareri

Having the skills, knowledge, plans, and tools before a disaster happens so we are prepared

Response

Whakarata

Taking action to ensure the safety and wellbeing of people and places

Recovery

Whakaoranga

Restoring sustainable wellbeing

Figure 1 - Diagram of 4R's of the emergency management framework

In an emergency, Auckland Emergency Management coordinates the response with multiple parties from the Auckland Emergency Coordination Centre (an Auckland Council facility).

If a large response is required,
Auckland Council staff across the
organisation will be deployed from
their usual roles/jobs to assist in the
coordination of the emergency
and/or support the functions of the
Civil Defence Centres.

Depending on the type of emergency, some responses could be led by the Ministry of Health (e.g. pandemic) or the Fire and Emergency New Zealand (e.g. wildfires) and therefore Auckland Emergency Management would be in an assisting role as opposed to leading and coordinating the emergency response.



Figure 2: Staff in the Auckland Emergency Coordination Centre during a response

If an emergency needs extra coordination and resources beyond what Auckland Emergency Management can provide, a state of emergency can be declared which gives the relevant Civil Defence Emergency Management Group special powers to resource and address the emergency.

For very large widespread emergencies, the Minister for Emergency Management can declare a state of national emergency which can enact international support in the management of the emergency.

The role of mana whenua and marae

An emergency situation occurs in a geographical area and sometimes in a specific location or place. Mana whenua hold mātauranga mai rā anō or the traditional and historical lived-experience and knowledge of an area, place or space.

It is important to acknowledge and build on the strengths of integrating kaupapa Māori, mātauranga Māori and tikanga Māori into resilience building and effective emergency management/response within the local community.

Marae are a taonga and an integral part of any community. Auckland Emergency Management supports marae in their mahi focused on building community resilience and their contribution to emergency management.

Iwi liaison personnel will be stationed in the Auckland Council's Emergency Coordination Centre during an emergency event in order to communicate and coordinate response activity with mana whenua and marae.

Emergency management plans

There are many plans that provide guidance for the management of emergencies from a national, regional and local perspective. These plans are identified and explained in this section.

The diagram below demonstrates how emergency management plans cascade and are linked to one another in providing a comprehensive framework.



The Auckland Emergency Management Group Plan 2024 - 2029

Under a statutory requirement of the Civil Defence Emergency Management Act 2002, each Civil Defence Emergency Management (CDEM) Group in New Zealand is required to have a group plan.



A Group Plan presents the vision and goals of the CDEM Group, how it will achieve them and a framework for measuring progress.

A Group Plan has just been created for the Auckland CDEM Group titled *Tāmaki Makaurau Auckland Civil Defence* and *Emergency Management Group Plan 2024-2029* which outlines Auckland's CDEM members roles and responsibilities and key actions that will take place over a five year period to achieve the vision and goals of the group for effective emergency management.

Auckland's Group Plan is designed to be used by the Auckland CDEM Group, key partners and stakeholders involved in CDEM functions in Auckland. It also provides the public with an understanding of how these stakeholders work together, and the role they themselves can play in building individual and community resilience.

The Local Board Plan

Under the Auckland Council governance structure, each local board is required to develop a Local Board Plan every three years which outlines the strategic direction for that local board in alignment with council's plans, policies and strategies.

They are developed in consultation with the community every three years and set out the direction for the local area reflecting community aspirations and priorities.

The purpose of the Local Board Plan is to guide funding and investment decisions for that particular local board on local activities, projects, services and facilities.

The Local Board Emergency Readiness and Response Plan

The Local Board Emergency Readiness and Response Plan provides information and advice for people living and working in the local area to prepare for and respond to an emergency.

It provides clarity on the roles and responsibilities of Auckland Emergency Management, Auckland Council, the local board, individuals and communities across the four R's of emergency management (e.g. Reduction, Readiness, Response and Recovery).

Community Response Group Plan and Community Hub Plans

The purpose of a Community Response Plan is to:

• Provide information that enable, empowers and supports individuals and communities to take ownership of their own emergency preparedness.



- Promotes problem solving and encourages self-sufficient communities through strong social networks and a culture of mutual help and support.
- Reduces the reliance on first responder agencies and Auckland Emergency Management following an emergency.

A Community Response Group may also have a separate Community Emergency Hub Plan which is likely to be an operational document for those members of the community who will provide shelter for people that have been evacuated resulting from an emergency event / situation.

Household (or Business) Plan

A Household (or Business) Plan provides a place for household (or business) members to access key information during an emergency such as; contact details, where supplies are kept, a plan if there is no power or water and where to go if evacuation is necessary.

Having a plan helps make the actual emergency situation much less stressful for everyone.

*insert photo of family making a plan

Reduction

What is reduction?

Risk reduction involves analysing risks to life and property from hazards, taking steps to eliminate those risks if practicable, and, if not, reducing the magnitude of their impact and the likelihood of their occurrence to an acceptable level.



Why is reduction important?

Reduction saves lives and property. If we know of a risk and it has not been acted on, one of the first questions asked after an incident is - why did we let this happen?

Many things can be rebuilt or restored, but some losses are irreplaceable and can have a deep and lasting impact on communities, businesses and people's wellbeing.

Effective reduction and hazard risk management can help reduce long-term impacts and support recovery after an emergency is over.

Roles in reduction - Who does what?

Whānau & individuals

- Understanding the hazards and risks in the local area, place of work, school, or anywhere else regularly visited.
- Reducing the risk of landslides by:
- getting advice from professionals to control or reduce the speed of water flowing off their property
- planting on slopes or taking part in community planting activities.

Communities

- · Understanding and help in communicating the hazards and risks of their local area.
- Host local events to:
- increase public awareness of hazards and preparedness
- support those not able to clear drains near or on their property
- · conduct planting on slopes.

Puketapapa Local **Board**

- Educate and support the community through preparedness measures.
- Provide community activities/events to increase public awareness of hazards and preparedness (such as Neighbours' Day, stream plantings, food security projects, active transport initiatives).

Auckland Emergency Management

- Working with partners to promote region-wide hazard information across multiple platforms to improve knowledge and understanding of hazards.
- Providing warnings and alerting tools to ky stakeholders and the public.

Auckland Council

- Undertaking many risk reduction initiatives across council departments (such as the Making Space for Water programme led by **Healthy Waters** Department).
- Ensuring planning instruments for the built environment are consistent with national policy, and are informed of current and future hazard risks.
- Enable hazard risk reduction.

Readiness

What is readiness?

Readiness means having a plan in place that supports emergency services, government departments and communities to have a fast, well-coordinated, effective response in an emergency that will minimise the risk to life and property. This requires all parties to know in advance what part they play in responding to an emergency.

Being emergency ready includes:

- understanding the hazards and risks
- designating roles and responsibilities
- identifying resources that are available
- creating plans and procedures
- · organising activities, initiatives and education that improve emergency readiness in the wider community
- knowing where to evacuate if need to
- knowing how to keep informed.

Why is readiness important?

Readiness is about knowing what to do when an emergency happens. It involves understanding the risks of hazards and making plans to address and minimise them during an emergency.

Being ready also reduces the impact on life and property of an emergency situation and enables a faster and stronger recovery.

Roles in readiness - Who does what?

Whānau & individuals

- Develop plans for themselves and their households, whānau/family and friends.
- Keeping enough emergency supplies to last three days.
- Knowing where the nearest evacuation centres are.
- Connecting with neighbours.
- Understanding local hazard risks.
- Identifying local resources and support networks.
- Potential emergency response training to contribute in building community resiliance.

Communities

- Host getting to know your neighbours days and discuss support in an emergency.
- Development of community response plans.
- Establishing Community Emergency Hubs as a place of shelter, connection and information during an emergency.

The local board

- Encourage communities to prepare and take action in emergency planning.
- Support networking and linking agencies involved with emergency management.
- Promote and attend events that support emergency planning and preparedness.
- Identify groups or who in the local community might be disproportionately affected by an emergency and work to support them.

Auckland Emergency Management

- Development and refinement of contingency plans for dealing with high priority hazards.
- Training and response scenario exercising for staff and key partners.
- Identifying and mitigating gaps within lifeline utilities.
- Assisting community readiness includes training, scenario exercising, developing preparedness information, and community planning.

Auckland Council

- Providing staff from many other parts of council who are trained to assist **Auckland Emergency** Management in responding to an emergency.
- Council's Healthy Waters department provides information regarding risks of flooding on property.

How to be ready for an emergency

In an emergency, unless your home/whare is unsafe to stay in - stay at home and be prepared to be stuck there for at least three days without assistance.

This section identifies how to be ready and prepare for an emergency.

Know your hazards



Learn about the potential hazards in your area

Being prepared involves understanding the likelihood of hazards creating an emergency situation in your local area.



To see which hazards are most likely to impact your home/whare, workplace or school, check out the Auckland Emergency Management Hazard Viewer.

Appendix 3 of this document includes information on local hazards for this particular area and includes useful maps.

Create a Household Plan



Develop a Household Plan for your whanau using a template



A Household Plan provides a place for members of your household or whānau to access key information during an emergency such as; contact details, where supplies are kept, a plan if there is no power or water and where to go if evacuation is necessary.

Every Household Plan will be different because of where we live, who lives with us and who might need help.

Appendix 1 provides a Make a Plan template or use the QR code to use in making a plan that can be tailored to individual needs.

Having a plan helps make the actual emergency situation much less stressful for everyone and is particularly beneficial for children and family members as it encourages talking in an honest, practical and calm way about:

- what might happen in an emergency
- what you can do to keep safe
- what your plan is if you can't get to your whare/home.

When you're making your household plan, remember to include everyone. Think about the requirements of disabled people, older people, babies, young children, pets and other animals, or specific needs if you live in a high rise building.

Check the plans for your whanau/family in aged-care facilities or supported living.



Extra steps to take for those vulnerable in your whanau to put in your plan

Ensure your plan and supplies cater to older people and those with physical disabilities and/or medical conditions in your whānau.

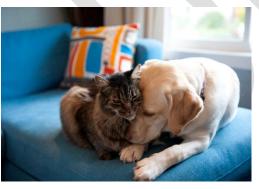
- ✓ Understand the extra type of supplies and support that is needed and put in Grab Bag.
- Keep a smaller cooler bag and ice packs in the freezer for refrigerated medical supplies.
- Wear a medical alert tag or bracelet so people can know what assistance may be required.
- Know who to call for help if dependent on lifesustaining equipment or treatment that might not work in an emergency (contact the electricity retailer or telecommunications provider).
- ✓ Let Watercare know if a continuous supply of high-quality water is needed for dialysis.
- ✓ Have an extra mobility device (such as a cane or walker).
- ✓ Ensure important people know how to assemble/ disassemble the wheelchair and keep a portable air pump for tyres.
- ✓ If a seat cushion to protect the skin and/or maintain balance is used, keep a spare one.
- Emergency preparedness information is available in audio, large print and Easy Read on National Emergency Management Agency's (NEMA) Get Ready website.



The following table provides suggestions of supplies and part of your plan for those who are vulnerable in your whānau such as:

For those that are deaf, hard of hearing, or have a speech impediment	For those that are blind or with a visual impediment	For those with an intellectual or cognitive disability
 ✓ Keep spare hearing aid batteries in the the Grab Bag. ✓ Give others a house key to be able to alert you ✓ Put a writing pad, pens, laminated cards with phases etc in the Grab Bag to be able to communicate with others. ✓ If an augmentative communications device is being used (or other assistive technologies) plan how you will evacuate with the devices or how you will replace equipment if it is lost or destroyed. Keep model information and note where the equipment came from (which provider etc). ✓ Videos in New Zealand Sign Language on hazards and emergencies in Aotearoa New Zealand are available on NEMA's Get Ready website. 	 ✓ Mark emergency supplies with Braille labels or large print. ✓ Keep an audio list of your emergency supplies and where you bought them. ✓ Make sure there is a Grab Bag for the guide dog with food, medications, vaccination records, identification and harnesses. (Guide dogs can stay in emergency shelters with their owners.) ✓ Keep extra canes at the whare/home and in the workplace (even if a guide dog is used because it may become disoriented in an emergency). ✓ Listen to audio recordings about the hazards we face and emergency preparedness at are available on NEMA's Get Ready website. 	 ✓ Keep handheld electronic devices charged and loaded with videos and activities. ✓ Purchase spare chargers for electronic devices and keep them charged. ✓ Include a small pop-up tent with your Grab Bag to decrease visual stimulation in a busy room or to provide instant privacy. ✓ Include comfort snacks in the Grab Bag. ✓ Consider a pair of noise-cancelling headphones to decrease auditory stimuli and sunglasses to decrease visual stimuli. ✓ Make sure there are comforting items in the Grab Bag that are familiar that the individual can hold on to (such as a pillow or blanket).

Ensure pets and animals are part of your plan and that you have extra supplies for them.



- Make sure you have pet food supplies, leashes (even for cats) in the Grab Bag.
- Have a pet carrier box or way to carry/ transport your pet ready.

In an emergency, bring your pets indoors as soon as possible and confine them to one room. (Pets may try to run if they feel threatened so keeping them inside and in one room will allow you to find them quickly if you need to leave/evacuation.)

Consider an early evacuation of pets and other animals. Waiting to

evacuate animals until the last minute can be fatal for them and dangerous for you.

Take your pets with you when you evacuate - if it is not safe for you, it is not safe for them. Leaving them behind may endanger you, your pets, and emergency responders.



Email the household plan to all of your whānau/family and keep a copy on your fridge

Plan your evacuation routes



Know how you will get to high ground

If your home/whare, school/kura, workplace/wāhi mahi, or any other place you frequently go is in a tsunami evacuation zone or at risk of flooding, you should plan an evacuation route to a safe location. Your evacuation route needs to take you out of **the** tsunami or flood zone or at least as far or as high inland as you can get, following the posted tsunami evacuation routes where present.

A safe location could be a friend or relative's home, or any place where you can find refuge and/or short term accommodation that is located a short distance outside of the tsunami evacuation zones.



Practise your tsunami hikoi

A tsunami hīkoi is a walk that takes you along your tsunami evacuation route either inland or towards high ground.

Practising your tsunami evacuation route either by foot or by bicycle, in good and bad weather to help your muscle memory to kick in when an event occurs, even in a very stressful situation.



Know the emergency procedures and safe locations of your children's schools

Learn where you can go if you need to leave home for a while



Know where your closest Civil Defence Centres and Community Emergency Hubs are

It is helpful to prepare and find out where your Civil Defence Centres and Community Emergency Hubs are located before an emergency event occurs.



In an emergency, check Auckland Emergency Management 's social media, website and key radio channels to learn where the Civil Defence Centres and/or Community Emergency Hubs are and if they are open. See the section *How to evacuate and where to go* in this plan for more details.

Keep emergency supplies



Organise and have a decent stock of emergency supplies



Being ready for an emergency involves having a stock of supplies (water, food, and essential items) for at least three days that you can access in a hurry and/or find in the dark.

Emergency supplies to keep on stock for your home/whare includes:

- ✓ at least least nine litres of water for each person in your household (enough for drinking and basic hygiene for 7 days)
- ✓ long-lasting food that doesn't need cooking (especially for babies and pets including dietary needs)
- ✓ spare gas for your camping stove or BBQ (never use these indoors)
- ✓ toilet paper, plastic bags and large plastic buckets to be used for an emergency toilet
- ✓ medications for each whānau/family member
- ✓ unscented bleach (often the cheaper supermarket brands), cloths, and rubber gloves for hygiene
- ✓ heavy-duty work gloves
- ✓ properly fitted P2 or N95 masks
- ✓ torches (instead of candles for lighting to reduce fire risk) and spare batteries

- a power bank to keep power items charged such as a mobile phone or computer
- a battery powered radio
- a quality first aid kit.

Having these essential items available for use by your household will free up resources from emergency services for people and communities who need them the most.

Note that a car can be a radio source in order to get updates and as a place to charge devices.

*insert photo of emergency supply kits

How to store water for emergencies



- Check expiry dates regularly on bottled water and if you choose to use your own storage containers, clean plastic soft-drink bottles are best.
- Do not use plastic jugs or cardboard containers that have had milk in them. Milk protein cannot be removed from these containers. They provide an environment for bacterial growth when water is stored in them.
- Thoroughly clean the containers with hot water. Don't use boiling water as this will destroy the bottle.
- Fill bottles to the top with regular tap water until it overflows. Add five drops of non-scented liquid household chlorine bleach per litre to the water. Do not use bleaches that contain added scent or perfume, surfactants, or other additives. These can make people sick. Do not drink for at least 30 minutes after disinfecting.
- Tightly close the containers using the original caps. Be careful not to contaminate the caps by touching the inside of them with your fingers.
- Place a date on the outside of the containers so that you know when you filled them. Store them in a cool, dark place.
- Check the bottles every 6 months. You can do this when the clocks change over at daylight savings. If the water is not clear, throw it out and refill clean bottles with clean water and bleach.

Keep spare cash



Have cash available

During an emergency, electricity outages may occur which means ATMs and EFTPOS machines may not work to get cash or to pay for the purchase of items or services. Therefore it is recommended to keep an appropriate amount of cash available to be used in an emergency for the purchase of necessary supplies or services.

Check your insurance



Review your insurance and have a copy in the Grab Bag

It is prudent to review insurance policies and the information they contain on a regular basis in preparation for an emergency.

It is a good idea to have a copy of relevant insurance documents in your Grab Bag when you need to evacuate.

Prepare a Grab Bag in case you have to evacuate



Make a Grab Bag



A Grab Bag is a small backpack with essential supplies that can be carried with you if you need to evacuate. It is recommended to have a Grab Bag prepared and ready for each member of your whānau/family.

The Grab Bag should be one that is not too heavy and that you can carry on foot for a considerable distance.

Items recommended for including in the Grab Bag are:

*Insert grab bag photo

- ✓ trainers/walking shoes, a raincoat, a hat and warm clothes
- ✓ water and snacks
- ✓ hand sanitiser
- ✓ power bank and phone charger
- ✓ a supply of cash
- ✓ photo ID
- ✓ medications
- ✓ a first aid kit
- ✓ a torch
- ✓ a battery radio
- ✓ pet food, medication and a carrier and leash
- ✓ baby items (such as food, formula and nappies).

*If you have asthma or a respiratory disorder, make sure your Grab Bag has masks and any medication required (emergencies like a volcanic eruption and an earthquake can make it harder to breathe).

Grab bags can and should be tailored to you and your whānau/family's needs, for children – you might want to pack a toy, book or something to keep them entertained. But remember you might need to evacuate on foot and carry your grab bag for a distance, so don't make it too heavy. Torch, battery radio and first aid kit could be per household, rather than for each grab bag. Remember, you don't need extra supplies of each item... we understand it can be expensive, so let's get creative:

- When you evacuate, put on your trainers or walking shoes.
- Old warm clothes or blankets you are bringing to the charity shop or putting in the bin chuck them in your grab bag or in the back of your car.
- Some items you may still need to buy, but we don't need to buy it all at once. How about putting aside \$10 a week for a few weeks to build up your spare cash? Or buy an item or two of non-perishable foods.
- Keep your first aid kit and torch in the grab bag.
- Use your car radio or check if your neighbours have a radio where you can get key updates.



Keep some essential supplies in your car

It is important to consider that you may be stuck in a car during an emergency event for a lengthy period of time. Therefore, it is prudent to keep some essential supplies in your car such as a blanket, energy bars, and hand sanitiser.

Consider bringing your Grab Bag with you when you are traveling from your home, particularly if bad or stormy weather is predicted.

Always keep up to date with weather and road information when planning travel.

Know your neighbours

Your neighbours are the closest people who can help you in an emergency.

Getting to know the people in your street provides the first level of community support in responding to an emergency. It is recommended to:

- share contact details with your neighbours so you can contact one another if an emergency occurs.
- ✓ tell your neighbours about your emergency plan and ask about their plans.
- find out who amongst your neighbours may be able to help you or may need your help in an emergency.
- create a network with four other people in your neighbourhood to share emergency resources and provide support.



Figure 3 Rowan Reserve, Three Kings

What communities can do to be ready for an emergency

Members of the community are often the first to respond and support fellow residents when an emergency event occurs.

Community groups or members of the community are more likely to know what support and/or resources are required to keep people and property safe in responding to an emergency event in their local area.

Auckland Emergency Management encourages all communities to come together and plan how to get ready and what to do if an emergency occurs in their area.

Some Auckland communities have created a Community Response (Resilience) Plan as part of their readiness to respond to a local emergency. These plans, as well as tips and templates on emergency response planning can be found on Auckland Council's Auckland Emergency Management website.



Contact aeminfo@aucklandcouncil.govt.nz for support with developing a community response [resilience] plan.

Having a community plan will support Emergency Services (such as; the Police, NZ Fire Service and St John Ambulance) to prioritise their emergency response work to those who need it most.

Key considerations for a community to prepare and be ready for an emergency includes understanding:

- what resources the community has (e.g. places, spaces, assets, businesses, services, infrastructure, volunteer groups, community organisations).
- what hazards are a biggest risks for the community, and what areas are particularly vulnerable.
- how you can support your community for three days without government help (food and shelter).

- how will you communicate with each other (remembering that there may be power outages).
- who in your community may need more support in an emergency (e.g. culturally and linguistically diverse (CALD), tourists, babies/children, older people, people with disabilities).

Steps businesses / work can do to be ready for an emergency

Steps businesses and/or workplaces can do to be ready for an emergency include:

- understand the risks to the business in continuing during an emergency
- prepare for an emergency
- get involved with the community.

create a business continuity plan

Visit <u>Work Ready</u> to make sure the business and/or workplace is prepared for an emergency and let staff know what to do.

How to be ready for specific hazards / emergencies

Some hazards need us to be prepared in different ways. This section will support you and your whānau/family to understand how to get ready for different hazards.

Being ready for a major storm and flood



- ✓ Go to <u>Flood Viewer</u> to understand how flooding might impact your area and how to stay safe during floods.
- ✓ Take photos of your rooms and outdoor areas, for insurance purposes.
- ✓ Move valuable and dangerous items, including electrical equipment and chemicals, as high above the floor as possible. Use watertight containers to store important items.
- ✓ Lift curtains, rugs and bedding off the floor.
- ✓ Bring inside or tie down anything that can be broken or picked up by strong winds or floods, such as outdoor furniture. If you have a trampoline, turn it upside down to minimise the surface area exposed to wind.
- ✓ Clear debris and leaves from external drains and gutters to prevent overflow or water damage in heavy rain.
- ✓ Remove any debris or loose items from around your property. Branches, firewood and loose items may become dangerous in strong winds or cause blockages if your property may flood.
- ✓ Move vehicles to higher ground.
- ✓ Moor boats securely or move to a designated safe location.
- ✓ Use rope or chain to secure boat trailers. Use tie-downs to anchor a trailer to the ground or to a building.
- ✓ If choosing to use sandbags to keep water away from your house or other buildings. Sandbags can be used to divert water away from your house, place of work or other buildings. Sandbags and fill material are available from retail hardware stores such as Bunnings or Mitre 10. They can be used to block doorways, drains, and other openings into properties, as well as to weigh-down manhole covers, garden furniture, and to block sink, toilet, and bath drains, to prevent water backing up.



Sandbags



Sandbags require time and effort to fill and place, so they need to be filled and placed in advance of flooding to be effective (rather than in the middle of a flood or a storm). They also won't stop water coming from under a house through floorboards or other access points.

If you don't have sand, any fine material including soil can be used and pillowcases can be used as makeshift sandbags.

Filling the bags

- Fill bags with sand or any other fine material. Don't use gravel or rocky soils as they will let the water through.
- It's easiest if two people are involved one to hold the bag and the

other to shovel the sand in.

- Only fill bags to half or two-thirds full. This gives the sand room to expand as it absorbs the water.
- Don't tie or seal the bag when you put it in place, fold the flap into a triangle and tuck it under the bag.

Placing the bags

- Clear any debris from the area where the bags will be placed.
- If you can, put a large sheet of heavy-duty waterproof plastic between the sandbags and the building or surface.
- Place your first row of sandbags lengthwise and flat to the ground, butting each end to the next, folding the open end of the sandbag underneath.
- Place bags in layers like a brick wall overlapping each row. Place the second row of sandbags on top of staggering the joints.
- Stamp bags firmly into place to eliminate gaps and create a tight seal.
- Sandbags can be placed to a height of three layers. If further height is required, place sandbags behind to add strength to building the wall of sandbags.

Disposing of the bags

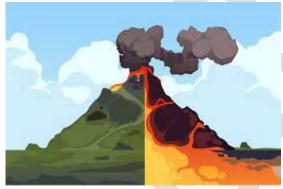
- Sandbags must be disposed of after use due to contamination (as they will rot if left in the sun, which can lead to the blocking of drains).
- Sand can be disposed of on your property by spreading on the grass in a high sun area. Any other form of granulate (such as recycled aggregate) needs to be disposed of in a landfill.
- Debris and damaged items should be taken to a waste transfer station in Auckland. The closest waste transfer station to the Puketāpapa Local Board area is the North Shore Transfer Station located at 117 Rosedale Road, Pinehill.
- Auckland Emergency Management can assist in identifying the best way for the disposal of sandbag waste or debris by phoning them on 0800 22 22 00.

Being ready for an earthquake

Get your home ready for an earthquake by:

- ✓ sticking items onto shelves with museum wax or BlueTack
- strengthening materials used for hanging pictures/photo frames
- ✓ putting restraints on TVs and heavy furniture.
- ✓ Identify safe spaces to Drop, Cover and Hold within your whare/home, school, work and other places you often visit. The safe space should be:
- - somewhere close to you of no more than a few steps away to avoid injury from flying debris
 - under a strong table with legs that you can hold on to (so it doesn't move)
 - away from windows that can shatter causing injury
 - away from tall furniture that can fall on you
 - not in a doorway noting that most doorways are not stronger than any other parts of a building and swinging doors can cause injury.
- ✓ Practise the Drop, Cover and Hold exercise at least twice a year so you know what to do when an earthquake happens. A good time to do this practice is when the clocks change and by taking part in the national Aotearoa New Zealand ShakeOut exercise/event.

Being ready for a volcano eruption



Be aware that in the event of ash fall from a volcano, you may need to remain indoors for several days.

- Add the following to your emergency supplies:
- masks and goggles without side vents (*Be aware that masks can make breathing more difficult for some people. Speak to your doctor if you are unsure if you should wear a mask. Adult masks do not fit smaller children well, so may offer little protection)
- plastic wrap or plastic sheeting (to keep ash out of electronics)
- cleaning supplies, including air dusters (available at hardware stores), a broom, a shovel, and spare bags and filters for your vacuum cleaner.
- ✓ Advise people to not remove ash from roofs due to the risk of working at heights as well as to not wash ash down drains to keep them from getting blocked.
- ✓ Store emergency supplies in your vehicle in preparation of potentially being stuck in the vehicle for a considerable period of time.

Being ready for a wildfire

Embers can travel for more than two kilometres from a wildfire potentially igniting fires on homes, buildings or property not close to the wildfire and dependent on the wind direction.

Wildfire travels faster uphill and therefore homes and property on a steep slope or at the crest of a hill, are at the greatest risk.

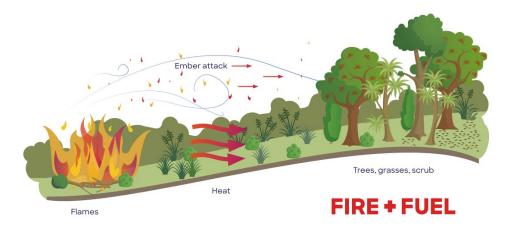


Figure 4 - Diagram demonstrating how fires grow and spread

The following are simple steps that can be taken to reduce the risk of wildfire impacting property:

- Create a 10-metre safety zone around your home and other structures on your property by:
 - clearing combustible materials and vegetation (e.g. leaves, dead branches and stacks of firewood)
 - keeping your lawns short
 - regularly clearing material from gutters (consider screening with mesh), spouting and areas around decks
 - planting low flammability plants and trees which have the following characteristics; moist supple leaves, little
 accumulation of dead wood and dry dead material within the plant, low levels of sap or resin that is watery
 and doesn't have a strong odour.
- ✓ Make sure your Rural Area Property Identification (RAPID) property number is easy for emergency services to find.

Being ready for a biological outbreak, epidemic or pandemic

In order to be ready for medical outbreak, epidemic or pandemic, the following steps are recommended:

- ✓ Make a plan with whānau/family and friends that includes:
 - who will help with food and supplies if you and your household are ill
 - who will look after your extended whānau/family if they don't live nearby (for example, who could deliver groceries or meals to sick whānau/family members)
 - who would look after your children/dependents if they need to stay at your home/whare and you must go to work
 - how to check on friends, family and neighbours who might need help.
- ✓ Think about whether you could work from your home/whare and what you would need to do this.
- ✓ Have key contact numbers in a place that is easy to find (such as on the fridge door) including:
 - the people living nearby who you could call if you needed help
 - your local doctor or health clinic/provider
 - HealthLine (freephone: 0800 611 116)
 - your workplace.
- Keep first aid kits up to date.

- ✓ Have a supply of food and drinks to last for at least a week including long-lasting foods in cans, packets, and dried foods.
- ✓ Have a supply of masks to help stop the spread of germs.
- ✓ Have tissues and plastic bags available for used tissues.
- ✓ Think about things to do, if you and your whānau/family have to stay at your home/whare for more than a week (e.g. books, games and streaming services).

*Insert a readiness photo



Response

What is response?

Response are the actions taken immediately before, during or directly after an emergency that saves lives and protects property.

A response ends when the objectives have been met or a transition to recovery has occurred.

Why is response important?

The quicker we respond to events and the more coordinated the approach, the less the community will be impacted.

Working together in a coordinated way can save time and resources, which in turn, can save lives and money.

Roles in response - Who does what?

Whānau & individuals

- Check that whānau/family are safe. (Use social media and text to free phone lines for emergency services).
- Check in with neighbours and offer support to each other.

Communities

- Link with Auckland Emergency Management regarding needs in the community.
- Setting up Community Emergency Hubs or Civil Defence Centres.
- Connecting with organisations that have trained volunteers that can be utilsed as a resource to adddress community needs.

The local board

- Identify high-level needs of the community and communicate this to Auckland Emergency Management.
- Direct community members towards the right place to get the support needed.
- Act as a conduit for information as requested by the Emergency Control Centre.
- Facilitate the response resources and the community to work together.

Auckland Emergency Management

- A 24-hour Duty Team actively monitors and coordinates the initial response to an incident (The Group Plan).
- When more support is required, the Emergency Coordination Centre would be activated to coordinate the response.
- Lead the coordination of response activities for geological, meteorological, and infrastructure hazards.
- Liaising with key stakeholders and communities to understand where response efforts need to be prioritised and communicating that across the interagency response network.

The Mayor & Auckland Council

- The mayor declares a state of local emergency (and gives notice of a local transition period).
- The mayor is the principal spokesperson for an emergency to the public, liaising with the Group Controller.
- Council's Public Information Manager (PIM) ensures the mayor provides consistent and accurate messaging to communities and the media.
- Council staff deployed from their normal roles as resouce for response effort.
- Healthy Waters responds to reports of stormwater flooding.

Steps to take in an emergency

→ Put your family/whānau emergency Household Plan into action.

In life threatening situations, contact emergency services on 111

If you are safe at home

- → Stay at home.
- → Use your emergency supplies.
- → Stay informed through official sources:
 - AEM website/Facebook/X
 - NEMA website/Facebook/X
 - Radio stations (RNZ, Newstalk, The Hits, MoreFM)
 - Met Service website/Facebook/app.
- → Check in on neighbours and others nearby.
- → Stay connected to your whānau/family and friends.

Use text/social media, keep phones lines clear for people who need urgent assistance

If you are unsafe at home

- → Take your Grab Bag.
- → Use your evacuation routes.
- → Go to family/whānau, friends or your closest Community Emergency Hub/Civil Defence Centre for support. Check radio stations and Auckland Emergency Management website/social media to see what locations are open. (*Language interpreters via phone are available at Civil Defence Centers).

Do not wait for emergency services to tell you to evacuate

Stay informed before, during and after an emergency

Either a solar or battery-powered radio, or your car radio can help keep you up to date with the latest news if the power goes out.

Local radio stations to listen to during an emergency include:

- Radio New Zealand National 756 AM or 101.4 FM
- Newstalk ZB 89.4 FM
- The Hits 97.4 FM
- More FM 91.8 FM.

Online sites for information

Auckland Emergency Management official channels

- Facebook: Auckland Emergency Management
- X (previously Twitter): @AucklandCDEM
- Website: aucklandemergencymanagement.org.nz.





National updates

- To find more about the National Emergency Management Agency go to their website: www.civildefence.govt.nz.
- Find official emergency information and advice on how to be better prepared for disasters in Aotearoa New Zealand go to the New Zealand Civil Defence's Facebook page: NZ Civil Defence.
- X (previously Twitter): National Emergency Management Agency Find emergency and disaster updates.
- Get Ready

For advice on preparing for disasters.

Other channels

- Our Auckland will update the website with key information to know where to get support and other key information.
- Waka Kotahi (NZTA) and Auckland Transport will provide updates on road closures.
- <u>SafeSwim</u> gives you up to the minute information on water quality and swimming conditions at your favourite swimming spots. If you download the SafeSwim app, you will be notified of any warnings around safety near to beaches.

Emergency Mobile Alerts (EMAs)

Emergency Mobile Alerts (EMAs) are messages and/or an alert about an emergency sent by authorised emergency agencies to mobile phones. The alerts/messages give people immediate warning and are broadcasted to all capable phones from targeted cell towers.

The alerts are targeted to areas affected by serious hazards. The alerts will only be sent when there is a serious threat to life, health or property, and, during yearly tests.

Most phones manufactured after 2017 can receive an EMA which does not require an app.

The alert/message will inform which agency sent the message, what the emergency is, and will provide instructions to follow if needed and/or where to get further information.

Weather information - Met Service / Te Ratonga Tirorangi

Met Service is New Zealand's only authorised provider of severe weather watches and warnings providing land-based severe weather alerts through a system of outlooks, watches and warnings.

Severe weather watches and warnings are available through radio, television, and the Met Service website or mobile app as well as coming directly into an email by registering on the Met Service website.

Met Service is also on social media from @MetService on Facebook and X (formerly known as Twitter).

Severe weather watches and warnings are categorised by the intensity of the weather using the yellow, orange and red colour codes.

Yellow Watch



A yellow weather watch is used when severe weather is possible, but not imminent or certain. It is a weather *watch* in that it is less severe compared to the following categories of orange and red that are weather *warnings*.

Severe weather warnings for heavy rain, strong wind or heavy snow, are classified into one of two categories based on severity of the weather and recommended actions:

- Orange Warnings to be prepared to take action
- Red Warnings to act immediately.

Orange Warning - take action



An orange weather warning is used when the forecast indicates incoming bad weather that will meet severe weather criteria and it is recommended that people prepare to take action to minimise potential risk to people, animals and property.

Red Warning - take immediate action, act now



A red weather warning is reserved for only the most extreme weather events where significant impact and disruption is expected (such as a tropical cyclone) and where it is recommended that people act immediately to protect people, animals and property from the impact of the weather.

Red weather warnings will most often be accompanied by advice and instructions from official authorities and emergency services.

Members of the public can receive red weather warnings directly from Met Service on their phone by installing the free Met Service NZ Weather app and enabling notifications from the main menu.

How to evacuate and where to go

If it is not safe for you to stay in your home/whare, get out immediately, you do not need to wait for an official notice to evacuate.

If you are experiencing a landslide, do not stop to pick up supplies, get out of your home/whare immediately. If your home/whare is flooding, leave immediately.

If you are told to evacuate, move immediately and follow official advice.

Pick up your Grab Bags if it is safe for you to do so.

Go to the place you have identified in your Household Plan. If possible, plan to stay with friends or whānau. Otherwise, go to your closest Community Emergency Hub/Civil Defence Centre for support. Check radio stations and Auckland Emergency Management website/social media to see what locations are open.

*Insert CDC/CEH Map

Figure 5 - Map demonstrating Accident & Ugrent Care Clinics, Marae, Civil Defence Centres & Community Emergency Hubs in Puketāpapa Local Board area and nearby areas

Community Emergency Hubs (CEH)

Community Emergency Hubs are pre-identified, community-led places that can support local residents to coordinate efforts and help each other during and after an emergency situation.

Community Emergency Hubs are opened and operated by people within the community, not by official authorities, when there is a desire and capability for community action, often in the initial 24 to 36 hours of an emergency.

Auckland Emergency Management can advise and work with communities who wish to pre-identify a place for a Community Emergency Hubs (such as a church, sports club or hall) to set it up and operate.

A Community Emergency Hub offers a place where local residents can meet, support and help each other to make decisions about how best to ensure the safety and comfort of those in their community during an emergency.



Figure 6 - Diagram demonstrating communications between individuals and whānau/family, communities and the Emergency Coordination Centre communities

Community Emergency Hubs in and around the Puketāpapa area

*Please check if they are open before evacuating to these Community Emergency Hubs.

Community Emergency Hub	Details
Acts of Kindness Roskill	740 Sandringham Road, Wesley https://www.facebook.com/arkpuketapapa/
Masjid-e-Umar (Mount Roskill Islamic Trust)	185 Stoddard Road, Mount Roskill https://www.facebook.com/masjideumar

Marae

Marae are a taonga and should be considered as such. They are an integral part of the community often going out of their way to respond to community needs when disaster strikes.

Civil Defence Centres (CDCs)

Civil Defence Centres or CDCs are opened based on community need and are equipped to provide affected people with a safe place to eat, sleep and access essential support services.

CDCs are run by Auckland Emergency Management and staffed by central government agencies, welfare organisations and/or Auckland Council staff who have been deployed from their work areas across council as a resource.

*Auckland Emergency Management is currently reviewing the suitability of Civil Defence Centres across the whole region, to ensure locations and facilities are fit for purpose. Therefore, the list of Civil Defence Centres could change (along with the maps and associated documentation) in the near future.

Civil Defence Centres in and around the Puketāpapa area

The following table provides a list of the Civil Defence Centres that are available in the Puketāpapa area. It is important to check if they are open before evacuating to the Civil Defence Centre by checking through official sources of information.

Location	Services provided	Accessibility
Fickling Convention Centre 546 Mount Albert Road, Three Kings	shelterfood and drinkaccess to information	• accessible toilet
Wesley Community Centre 740 Sandringham Road Extension, Mt Roskill	shelter food and drink access to information	accessible toilet wheelchair friendly
Lynfield Youth & Leisure Centre Margaret Griffin Park 16-18 Griffen Park Road, Mount Roskill	food and drink access to information	accessible toilet wheelchair friendly

*Insert photo of family going to CDC

Interested in volunteering in an emergency?

There are many organisations where you can receive training and assist with response.

Community Emergency Hub and Community Response Group volunteers can assist their community in the setting up and running of their local Community Emergency Hub or assisting with other community response initiatives. Contact your local Community Emergency Hub for more information on how to get involved.

New Zealand Response Team (NZRT) volunteers are qualified responders who assist in emergency services and responding agencies during emergencies. During response, we deploy the Auckland Response Teams to complement or support the emergency services if the size of an incident or event is beyond what they can usually manage. In Auckland, we have two Response Teams who serve the wider Auckland community. NZRT5 North Shore is based in Sunnynook.

Taskforce Kiwi volunteers are defence and emergency services veterans, and members of the wider community, with the skills, experience, motivation and grit to help communities through direct assistance before, during and after disasters. They are not first responders, instead they work alongside existing emergency management agencies and communities, providing skilled volunteer resources to help fellow Kiwi's on their worst day. Taskforce Kiwi deploys teams of suitably trained and experienced volunteers into the field before, during and after disasters, providing a variety of services to impacted communities, working alongside existing emergency management staff and volunteers.

Fire and Emergency New Zealand's volunteers help communities prevent, prepare, respond and recover from emergencies. As well as firefighting, our volunteers attend medical incidents, motor vehicle accidents, severe weather events and other requests for help.

Land Search and Rescue (LANDSAR) volunteers provide search and rescue assistance to the lost, missing and injured across New Zealand.

<u>Coastguard volunteers</u> are on the frontline, crewing rescue vessels and aircraft, operating radios, coordinating search and rescue incidents, and saving lives at sea.

<u>Surf Life Saving New Zealand volunteers</u> lead beach and coastal safety, drowning prevention and rescue authority in Aotearoa.

<u>Student Volunteer Army volunteers</u> shift between local need and global outlook and make tangible differences in the world every day – whether it's simply mowing a neighbour's lawn or taking action to reverse the effects of climate change. Through our work in crises across Aotearoa over the last decade, they have evolved to become leaders of

second wave crisis response, helping communities recover after disaster.

If you are not a trained volunteer with one of these organisations or another umbrella organisation, check in how you can support your neighbours or others in your area who may need support or assistance. There are also other organisations such as, Mitre 10 Helping Hands or Volunteering Auckland who may have opportunities to assist communities during emergencies.



Figure 7 - New Zealand Response Team swift water car rescue training

Recovery

What is recovery?

Recovery from an emergency is the purposeful, collaborative way of working, established to coordinate and manage recovery efforts. The purpose is to achieve better outcomes through coordinated and integrated action.

Recovery involves the coordinated efforts and processes used to bring about the immediate, medium-term, and long-term regeneration and enhancement of a community following an emergency. Opportunities are are also sought to reduce risk and increase resilience.

Recovery should:

- support cultural and physical well-being of individuals and communities
- minimise the escalation of the consequences of the disaster
- reduce future exposure to hazards and their associate risks, i.e. build resilience
- take opportunities to regenerate and enhance communities in ways that will meet future needs (across the social, economic, natural and built environments).

Why is recovery important?

The recovery process is about supporting people to rebuild their lives and restore their emotional, social, economic and physical wellbeing. It is more than simply building back infrastructure.

Recovery can be an opportunity for positive change. Lessons can be learned, vulnerabilities reduced, and action can be taken to be more resilient in future emergency events.

Recovery is complex. Achieving a recovery's intended outcome requires communication, coordination, collaboration and time.

Roles in recovery - Who does what?

Whānau & individuals

- Stay informed, share recovery information for those impacted, and find creative ways to support those who have been impacted.
- Attend training (such as psychological first aid) to learn how to assist those that are struggling.

Communities

- Host events (such as coffee mornings) to foster continued connection.
- Review and refine the community resilience plans, identifying what did and what did not work, and what can be improved.

The local board

- Contribute to local awareness and help identify problems and vulnerabilities.
- Assist in setting up support recovery efforts and ongoing recovery teams.
- Provide political leadership and champion the issues the community is facing.

Auckland Emergency Management

• Undertaking debriefs incorporating lessons learned into future work programmes.

Auckland Council

- Potentially establishing a Recovery Office within council to coordinate recovery efforts across the four recovery environments (natural, social, built & economic).
- Liaising with other recovery support agencies on behalf of communities.

³ National Emergency Management Agency. 2019. Recovery Preparedness and Management Director's Guideline for Civil Defence Emergency Management Groups.

Stay Informed

The Auckland Council's website and newsletter of *Our Auckland* is the best information source for the general public to get up to date recovery information and know where to access resources and/or get support.

Medical help and advice

If urgent medical help is required call 111.

Contact your doctor or call the Healthline on 0800 611 116 if you need medical help and/or concerned about health issues.

Your health provider should be contacted if you need support such as home support services (including those you currently receive).

Looking after your mental wellbeing is important - it's normal for you and your whānau to be upset and to feel drained during and after emergencies.

- Text or call 1737 and speak with a trained counsellor.
- Speak to a health professional your GP or mental health provider (can also be through your GP practice).
- Online resources including All Right (https://www.allright.org.nz/) and He Waka Ora (https://hewakaora.nz/).

Housing assistance

If you have had to evacuate your home/whare, only return if the Rapid Assessment Team at Auckland Council or emergency services have advised it is safe to do so.

If your house has received a red, yellow. or white <u>placard</u> (sticker), the home owner will get correspondence from your <u>rapid building assessment</u> case manager at Auckland Council to advise on next steps (please ensure contact details are up-to-date through your rates).

<u>Tenancy Services</u> can assist tenants and landlords with damage to rental property in a disaster and can be contacted by phone on 0800 836 262 (0800 TENANCY).

Kāinga Ora customers can get assistance with repairs and support and can be contacted by phone on 0800 801 601.

<u>Temporary Accommodation Service (TAS)</u> can help with support, advice, and potentially temporary accommodation and can be contacted by phone on 0508 754 163.

Financial assistance

The Ministry of Social Development (Work and Income) can help with urgent or unexpected costs (such as petrol, food, furniture) or living expenses (such as medical costs, appliance replacement, bedding, food and rent) and can be contacted by phone on 0800 559 009.

Insurance

Insurance policies are individual in regard to the type of event, damage, and what would be covered under a claim.

Some insurers cover the cost of temporary accommodation if residents can't stay at home and/or property has been damaged during the emergency event.

It is advised to take photos of damaged items that would be considered under an insurance claim.

New Zealand Claims Resolution Service (NZCRS) provides free, legal advice for people dealing with home insurance claims as a result of a disaster. NZCRS can be contacted by phone on 0508 624 327 or via email contact@nzcrs.govt.nz .

The Natural Hazards Commission Toka Tū Ake (formally EQC) provides information for those navigating insurance claims (storm, floods and landslides). The Natural Hazards Commission can be contacted by phone on 0800 326 243 (0800 DAMAGE) or via email info@eqc.govt.nz

To report a problem

Information below provides who and how to contact if there is a problem as a result of the emergency event.

Electricity and gas

If you can smell gas, dial Fire and Emergency NZ on 111 and then Vector on 0800 764 764.

For outages and faults, go to Vector's website (https://www.vector.co.nz/personal/outages-faults).

You can also report outages to your own electricity provider.

Flooding

In life-threatening situations always contact 111.

To report any public stormwater network or private property flooding, call the Healthy Waters department at Auckland Council on (09) 301 0101.

If the flooding is on a highway or motorway, call the NZ Transport Agency | Waka Kotahi on (09) 969 9800.

Water and wastewater

To report a fault in a water or wastewater system contact Watercare via Live Chat on their website https://www.watercare.co.nz/ or call (09) 442 2222 and press 1. For outages or faults go to https://www.watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns.

An emergency event may have damaged sewerage lines so emergency toilets may need to be improvised.

*insert emergency toilet image

- To make an emergency toilet, use sturdy, watertight containers that can hold approximately 15 - 20 litres (such as a rubbish bin or an empty paint bucket) with a snug-fitting cover.
- Line buckets with plastic bags.
- Pour or sprinkle a small amount of regular household disinfectant (such as chlorine bleach) into the container each time the toilet is used to reduce odour and germs. If no disinfectant is available, use dirt and dry materials.

Roads

To report an urgent issue on a state highway call the NZ Transport Agency | Waka Kotahi on 0800 44 44 49 or report non-urgent issues on their website (https://www.nzta.govt.nz/contact-us/email-us/state-highway-issue-or-feedback/).

To report an urgent issue on Auckland's roads call Auckland Transport on (09) 09 355 3553, or report non-urgent issues on their website (https://contact.at.govt.nz/?cid=cc9a9258-7450-ec11-8f8e-002248181b18).

Security and crime

DO NOT put yourself in harm's way

Unfortunately, emergency situations can also prompt criminal activity.

To report someone committing a crime or behaving suspiciously, phone the Police by dialling 111 and take down the license number if they are in a vehicle.

Disposal of waste

It is important that damp items in a home are removed as soon as possible for health reasons. If support is needed to remove the damp or wet items such as carpet and furniture, call Auckland Council on (09) 301 0101and ask for assistance.

Debris and damaged items from an emergency event that needs to be disposed of can be taken to the closest waste transfer station in Auckland. For the Puketāpapa area, this is the North Shore Transfer Station located at 117 Rosedale Road in Pinehill.

Replacement of household items

The best place to replace damaged household items is through a community recycling centre.

Convenient to those living in the Puketāpapa area are two community recycling centres in Onehunga and Avondale:

- Pikes Point Transfer Station, 81 Captain Springs Road Onehunga
- Patiki Road Transfer Station, 114 Patiki Road, Avondale.

If you would like to donate items to those in need, check Localised's website, to see what items they are able to accept during a disaster recovery.

*insert community resilience photo

References

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Appendix 1 - Useful Links

Tāmaki Makaurau Auckland Civil Defence Emergency Management Group Plan 2024-2029 https://www.aucklandemergencymanagement.org.nz/media/1wbpk1si/aem-group-plan-2024-2029.pdf

Reduction

- Reduce the risk of landslides https://www.aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/get-ready-disaster/Pages/reduce-risk-landslides.aspx
- Auckland's Hazard Viewer
 https://aucklandcouncil.maps.arcgis.com/apps/MapSeries/index.html?appid=81aa3de13b114be9b529018ee3c

 649c8
- Reduce the risk of flooding

www.aucklandcouncil.govt.nz/floodviewer https://www.aucklandcouncil.govt.nz/environment/looking-after-aucklands-water/flooding-blockages/Pages/prevent-flooding-blockages-on-property.aspx

Readiness

Home Ready (Grab Bags, household plans, essential supplies)

- Auckland's Hazard Viewer
 https://aucklandcouncil.maps.arcgis.com/apps/MapSeries/index.html?appid=81aa3de13b114be9b529018ee3c

 649c8
- Auckland Council's Flood Viewer
 https://experience.arcgis.com/experience/cbde7f2134404f4d90adce5396a0a630
- Household Plan https://getready.govt.nz/en/prepared/household/make-a-plan
 https://www.aucklandemergencymanagement.org.nz/home-ready#item0
- High rise Building Ready https://www.wremo.nz/get-ready/home-ready/high-rise-buildings/
- For people with disabilities:

Auckland Emergency Management Resources

https://www.aucklandemergencymanagement.org.nz/resources

Advice for Disabled People (NEMA) https://getready.govt.nz/en/prepared/advice-for-disabled-people/deaf-or-hard-of-hearing

Audio, Large Print and Easy Read https://getready.govt.nz/en/alternate-formats/audio (or call the Telephone Information Service by dialling 09 302 3344 menu option 4116.)

Taikura www.taikura.org.nz

- Preparing Animals for Emergencies: https://www.aucklandemergencymanagement.org.nz/home-ready#item2
- EQCover https://www.eqc.govt.nz/insurance-and-claims/about-eqcover/
- Emergency information in different languages:

 https://www.aucklandemergencymanagement.org.nz/resources https://getready.govt.nz/en/prepared
 *change language in top left corner

Community Ready

- Community Ready (AEM): https://www.aucklandemergencymanagement.org.nz/community-ready
- Community Response [Resilience] Plan templates
 https://www.aucklandemergencymanagement.org.nz/community-ready#item2
- Community Response [Resilience] Plans/Local Board Response & Readiness Plans https://www.aucklandemergencymanagement.org.nz/auckland-emergency-management/local-boards
- Resilient Auckland North: Community Plans https://www.resilientaucklandnorth.org.nz/community-plans
 Neighbourhood Support North Shore https://www.neighbourhoodsupport.co.nz/member/neighbourhood-support-north-shore
- North Shore Neighbourhood Support https://www.neighbourhoodsupport.co.nz/member/neighbourhood-support-north-shore
- Devonport Peninsula Emergency Readiness Plan https://drive.google.com/file/d/1MmG1x14C09gITTpbaonDcJE6cZVp5v8A/view

Work Ready (Businesses)

- Work Ready (AEM) https://www.aucklandemergencymanagement.org.nz/work-ready
- Work Ready (NEMA) https://getready.govt.nz/en/prepared/work
- Business: https://www.business.govt.nz/risks-and-operations/planning-for-the-unexpected-bcp/emergency-planning-for-businesses/

Hazard Ready

- Flood Viewer <u>www.aucklandcouncil.govt.nz/floodviewer</u>
- Make Your Home Safer https://getready.govt.nz/en/prepared/household/make-your-home-safer
- Drop Cover and Hold https://getready.govt.nz/en/emergency/earthquakes/drop-cover-hold
- Shake Out https://getready.govt.nz/en/involved/shakeout
- Protection from breathing ash https://www.ivhhn.org/ash-protection
- Protect yourself from breathing volcanic ash https://www.ivhhn.org/ash-protection

Response

- State of Emergency https://getready.govt.nz/en/emergency/who-does-what-in-an-emergency
- Radio New Zealand https://www.rnz.co.nz/
- Newstalk ZB https://www.newstalkzb.co.nz/
- The Hits https://www.thehits.co.nz/
- More FM https://www.morefm.co.nz/home.html
- Facebook (AEM) https://www.facebook.com/aklcdem/
- X [previously Twitter] (AEM) https://twitter.com/AucklandCDEM
- Auckland Emergency Management website https://www.aucklandemergencymanagement.org.nz/
- Facebook (NEMA) https://www.facebook.com/NZCivilDefence
- X [previously Twitter] (NEMA) https://twitter.com/NZcivildefence
- NEMA's Get Ready website https://getready.govt.nz/en
- Our Auckland Council https://ourauckland.aucklandcouncil.govt.nz/

- Waka Kotahi https://www.nzta.govt.nz/traffic-and-travel-information/
- Auckland Transport https://at.govt.nz/projects-roadworks/roadworks-and-disruptions
- Safe Swim https://www.safeswim.org.nz/
- Emergency Mobile Alert https://getready.govt.nz/en/prepared/stay-informed/emergency-mobile-alert
- Met Service https://www.metservice.com/

Volunteer Organisations

- Auckland Emergency Management Response Teams
 https://www.aucklandemergencymanagement.org.nz/get-involved/auckland-response-team
- Taskforce Kiwi https://www.taskforcekiwi.org/get-involved
- FENZ https://www.fireandemergency.nz/volunteering/
- LandSAR https://www.landsar.org.nz/volunteer-with-land-search-and-rescue/
- Coastguard https://volunteers.coastguard.nz/current-vacancies/
- Surf Life Saving NZ https://www.surflifesaving.org.nz/join-us/become-a-surf-lifeguard
- Student Volunteer Army https://www.facebook.com/StudentVolunteerArmy/
- Mitre 10 Helping Hands https://www.mitre10.co.nz/helpinghands

Recovery

- Our Auckland https://ourauckland.aucklandcouncil.govt.nz/
- Wellbeing support
- Te Whatu Ora https://info.health.nz/
 - All Right https://www.allright.org.nz/coping-tough-times
 - He Waka Ora https://hewakaora.nz/
- Vector https://www.vector.co.nz/personal/outages-faults
- Watercare https://www.watercare.co.nz/Faults-outages/Current-outages-and-upcoming-shutdowns
- Roads Auckland Transport https://at.govt.nz/projects-roadworks/road-works-disruptions/
- Waka Kotahi https://www.nzta.govt.nz/traffic-and-travel-information/
- Emergency toilets https://www.tewhatuora.govt.nz/our-health-system/environmental-health/environmental-health-in-emergencies/during-an-emergency/making-a-temporary-toilet-or-long-drop
- Placards (stickers) <a href="https://www.aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/recover-disasters/recover-disaster/help-buildings-land-compliance/Pages/placards-issued-properties-after-natural-disaster.aspx
 https://www.aucklandcouncil.govt.nz/recovery-extreme-weather-disasters/recover-disaster/help-buildings-land-compliance/Pages/rapid-building-assessments.aspx
- Tenancy Services https://www.tenancy.govt.nz/maintenance-and-inspections/repairs-and-damages/what-to-do-after-a-natural-disaster/
- Kāinga Ora https://kaingaora.govt.nz/en_NZ/tenants-and-communities/support-for-customers-impacted-by-a-natural-disaster/
- Temporary Accommodation Support (TAS) https://www.tas.mbie.govt.nz/.
- Work and Income https://www.workandincome.govt.nz/

- New Zealand Claims Resolution Service (NZCRS) https://www.nzcrs.govt.nz/
- Toka Tū Ake EQC Factsheets https://www.eqc.govt.nz/our-publications/information-about-eqcover-claims-for-storm-flood-and-landslip-damage/
- Localised https://localised.nz/our-enterprises/wairau-zero-waste-hub

Emergency Services

In an emergency dial 111, for general information and updates visit:

NZ Police	www.police.govt.nz.
Fire and Emergency NZ	www.fireandemergency.nz.
	www.checkitsalright.nz.
St John's	www.stjohn.org.nz.
Coastguard Marine Assistance	https://www.coastguard.nz/boating-safely/in-an-emergency/







MY HOUSEHOLD PLAN

Your household members details	
Name:	Telephone Number:
Name:	Telephone Number:
Name:	Telephone Number:
IF WE CAN'T GET HOME Our meeting place: Where will we meet if we can't get home (local and o	ut of town)?
Add an address and instructions:	
Who will pick up the kids? If you are not able to pick the kids up, who will pick up the kids?	vill?
Name:	Telephone Number:
Name:	Telephone Number:
IF WE CAN'T GET HOLD OF EACH OTHER We will leave a message with: Who will we check in with (someone out	t of town in case local phone lines are down)?
Name:	Telephone Number:
Name:	Telephone Number:
Where to get updates: How will we find the latest news/alerts (which ra	dio stations, websites, social media pages)?
Radio station/websites/social media:	
WHO MIGHT NEED OUR HELP? Think about friends and neigh	bours who may need our help or who can help us
Name:	Telephone Number:
Name:	Telephone Number:

Emergency Services	111
Name:	Telephone Number:
WE ARE STUCK AT HOME	
	e days or more (for everyone including babies and pets)? Torches and radio with batteries? ne big box, but you may have to find them in the dark. Do we know how to turn off water, power and g
Make detailed notes on where these items are stored	t:
Details on how to turn the water and gas off:	
WE HAVE NO POWER	
w will we cook, stay warm, see at night? Do we have	spare cash in case ATMs are not working? Do we have enough fuel in case petrol pumps
w will we cook, stay warm, see at night? Do we have senot working?	
ow will we cook, stay warm, see at night? Do we have see not working?	
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www.will.we.cook, stay warm, see at night? Do we have so not working? Make notes on what you and your family need to do: WE HAVE NO WATER I we have enough drinking water (3 litres per person nat will we use for a toilet?	
w will we cook, stay warm, see at night? Do we have so not working? Make notes on what you and your family need to do: WE HAVE NO WATER we have enough drinking water (3 litres per personnat will we use for a toilet?	
w will we cook, stay warm, see at night? Do we have so not working? Make notes on what you and your family need to do: WE HAVE NO WATER we have enough drinking water (3 litres per personnat will we use for a toilet?	
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www.will.we.cook, stay warm, see at night? Do we have a not working? Make notes on what you and your family need to do: WE HAVE NO WATER I we have enough drinking water (3 litres per person nat will we use for a toilet? What will you do? How have you prepared? WE HAVE TO LEAVE IN A HURRY	per day for 3 days or more), change every 12 months. What will we cook and clean with?
Make notes on what you and your family need to do: WE HAVE NO WATER I we have enough drinking water (3 litres per person hat will we use for a toilet? What will you do? How have you prepared? WE HAVE TO LEAVE IN A HURRY I we have Getaway Kits* for everyone? At home, at we	per day for 3 days or more), change every 12 months. What will we cook and clean with?
www.will.we.cook, stay warm, see at night? Do we have a not working? Make notes on what you and your family need to do: WE HAVE NO WATER We have enough drinking water (3 litres per person nat will we use for a toilet? What will you do? How have you prepared? WE HAVE TO LEAVE IN A HURRY WE HAVE TO LEAVE IN A HURRY WE HAVE TO LEAVE IN A HURRY	per day for 3 days or more), change every 12 months. What will we cook and clean with?

Appendix 3 - Hazard Factsheets

Hazard Factsheet: Electricity Outage

All broken or downed electricity lines should be treated as live and dangerous – stay well away and not attempt to move trees that are in contact with lines. Call 111 to report this as a risk to life and property.

Report your own electricity outage to Vector on 0508 832 867.

Report trees down on public land to Auckland Council on (09) 301 0101.

Conserve phone battery by limiting mobile calls and data use.

Food illness and prevention

Take care with food from your fridge and freezer to avoid food poisoning and manage spoilage issues. Eat perishable foods first, the contents of your freezer second (minimise freezer opening).

After more than two days without power, highly perishable foods may not be safe to eat.

- Throw out rotten or contaminated food quickly so it doesn't spoil other food in the fridge.
- You can still eat food like raw vegetables, cheese, and bread.
- Dispose of any food from the freezer which has thawed out and been at room temperature for over two hours.
- Do not to refreeze food that has defrosted.
- If the frozen food still has ice crystals and the packaging is intact, then it can be refrozen. If you are unsure, have a closer look and smell. If the colour has changed, it has a slimy texture or if it smells off, do not eat.
- Eating food that has gone off is a risk to be infected with salmonella, campylobacter and a range of food poisoning bacteria.

Maintaining hygiene around food preparation and cooking requires more thought than normal.

- Always wash and dry your hands before preparing food if water is in short supply keep some in a bowl with disinfectant.
- Ensure all utensils are clean before use.
- Cook food thoroughly.

Note that pets are just as likely to become unwell by consuming unsafe food as humans. If you are boiling water to drink, do the same for your pets.

Heating, lighting and cooking

DON'T be tempted to use unsafe ways to heat your home/whare. Only use fireplaces that have been safety checked, follow the manufacturer's advice when using gas heaters.

NEVER use outdoor gas heaters inside or try to use your BBQ for indoor heating.

DO boil water on your camp stove or BBQ for hot water bottles. Wear extra layers of clothing and use extra blankets, close internal doors and curtains to retain heat.

DO use camp stoves or your BBQ outside and make sure food is cooked thoroughly before eating. Take care with candles or use battery-powered lanterns or torches instead, to prevent fire risk. If using a generator, ensure you have enough fuel to use.

Electric Hot Water

In some parts of Auckland, electric hot water is on a separate line network to electric power which means you may have power but no hot water. If your power and hot water lines have been restored but your hot water cylinder is not reheating after six hours of the hot water line being reconnected, contact your lines provider Vector on 0508 832 867 or Counties Power on 0800 100 202 for advice.



Hazard Factsheet: Flooding

During wet weather, stormwater naturally flows overland to the lowest point. When there is heavy rain and the stormwater network reaches capacity or there is a blockage, greater volumes of water flow overland and may cause flooding.

The geography of Tāmaki Makaurau means that most flooding is flash flooding which occurs rapidly after intense rainfall.

Flash floods and floods in general are dangerous when:

- water is very deep or travelling fast
- floodwaters have risen quickly
- floodwater contains debris (such as trees or building materials)
- floodwater is contaminated by raw wastewater or other biological contaminants.

Go to Auckland Council Flood Viewer to see impacts near you



Flood plains are areas predicted to be covered by flood water during heavy rain. Flood plains appear in low-lying areas or next to streams and rivers.

As many historical streams have been piped, flood plains may appear in areas where you haven't seen water before.





Flood prone areas are low-lying areas where water can become trapped and collect during heavy rain, especially if the stormwater outlet is blocked or reaches capacity.

Flood prone areas can occur naturally in the landscape or be created by man-made features (such as roads and railway embankments).

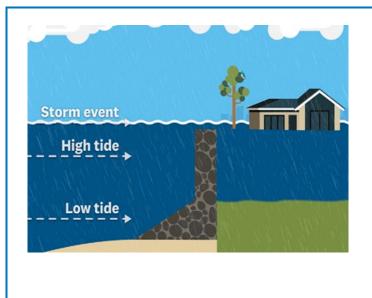
They can be extremely large areas, and properties are built within them.

Overland flow paths are where the route water will naturally take across the ground during heavy rain when the stormwater network is at capacity (or where there is no stormwater network).

Water can move very quickly over land, creating temporary fast flowing streams as it travels downhill.

Items like rubbish, fences and buildings can be swept away by overland flow paths or create blockages which can cause flooding.





Storm surges and costal inundation (e.g. coastal flooding including storm surge) are natural events that occur when normally dry, low-lying land is flooded by the sea.

Where coastal flooding occurs is determined by the sea level and the topography of the ground surface.

Coastal inundation is more likely during storms as the sea level at the coast rise due to strong winds, lower air pressure, heavy rain, and larger waves.

High tides can cause flood waters to encroach further inland.

Coastal inundation and storm surge can cause scouring and erosion of landforms at the coast. Tāmaki Makaurau's coastal cliffs are especially susceptible to erosion by both coastal inundation and severe storms. This in turn can lead to landslides and instability.

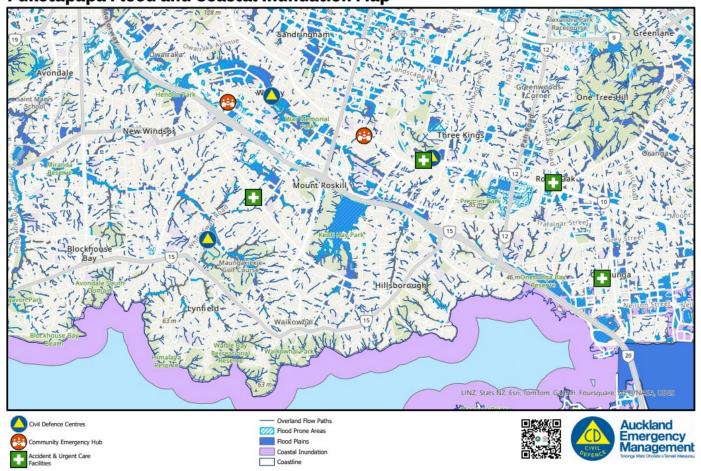
Areas that experience inundation will increase and flood more frequently and to a greater depth as sea levels rise and storms become more frequent due to climate change.

During a flood

- Keep children away from flood waters. It is not safe for them.
- Do not put yourself at risk to take photos or videos of the flood.
- If water is seeping into your home/whare, turn off the electricity at the mains and request an electrician to check it is safe to turn the power back on before doing so.
- If you have been evacuated, it may not be safe to return whare/home even when the floodwaters have receded. Listen to emergency services and local Civil Defence authorities and don't return whare/home until they tell you it is safe to do so.
- Always assume that all flood water is contaminated with wastewater, farm run off and chemicals. Flood water may also be electrically charged from damaged electricity lines.
- If you come into contact with flood water, thoroughly clean hands with anti-bacterial soap or hand sanitiser and wash any clothes or property with hot water, detergent and a household disinfectant bleach solution. See Te Whatu Ora's guidance on 'Cleaning up safely after a flood':

 https://www.arphs.health.nz/assets/Uploads/Resources/Healthy-environments/Flooding/Flood-advice-_-cleaning-up-ARPHS.pdf
- Never try to drive through flood waters (most deaths from floods are vehicle related).
- If your vehicle stalls while driving near flood water, abandon it immediately and climb to higher ground. Many deaths have resulted from attempts to move stalled vehicles.

Puketāpapa Flood and Coastal Inundation Map





Hazard Factsheet: Severe Storms

Storms are a combination of many different hazards occurring at the same time, including high winds, heavy rain and in some cases storm surges.

Tāmaki Makaurau can experience storms all year around including tropical cyclones that track down from the tropical latitudes in summer, and strong polar blasts that come up from the 'Roaring 40s' and southern latitudes in the winter.

The low atmospheric pressure associated with storms when combined with high tides or strong winds, could cause coastal inundation/storm surges. Widespread storms can cause additional or cascading hazards, for example heavy rain can trigger flooding and landslides which damage buildings and lifeline utility networks.

How we are impacted by widespread severe storms will change as we continue to experience the impacts of climate change.

Rainfall rates and wind speeds associated with severe storms may become more intense in the future as global temperatures continue to rise.

During a storm

- Listen to advice provided by Auckland Emergency Management and emergency services.
- Put your emergency plans into action.
- Secure your home/whare and critical buildings by closing windows. Pull curtains and blinds over windows which can prevent injury from flying glass if the window breaks.
- Take extreme care with items that may conduct electricity if your home/whare is struck by lightning.
- Using electric lights is safe during a severe storm but unplugging appliances (especially television sets) is prudent.
- Turn off air conditioners and heat pumps which can be overloaded by electricity surges from lightning.
- If you live in an old house with metal plumbing, avoid using bathtubs, water taps and sinks as these may conduct electricity.

inset photo of storm

Hazard Factsheet: Thunderstorms and Tornados

Tāmaki Makaurau experiences isolated, high intensity thunderstorms each year that are formed when warm moist air rises rapidly into unstable conditions in the atmosphere.

Some thunderstorms can develop into a tornado. These are usually isolated and short lived but pose a major danger to property and life in their path.

Forecasting these systems is challenging. They can produce localised flooding and damage buildings, trees, and occasionally cause injuries and deaths.

Met Service classifies a severe thunderstorm as: rainfall of 25mm/hr or more, hailstones of 20mm or more in diameter, gusts of wind of 110km/h or stronger, damaging tornadoes of at least 116km/h windspeed.

During a thunderstorm or tornado take shelter immediately. If you are inside, move to an interior room or hallway without windows, on the lowest floor putting as many walls as you can between you and the outside. Stay away from windows and exterior doors. For added protection, get under something sturdy such as a heavy table or workbench. If possible, cover your body with a blanket, mattress or sleeping bag, and protect your head with your hands.

If you are outdoors during a tornado, lie down flat in a nearby gully, ditch or low spot on the ground where the wind and debris will blow over you protecting your head with an object or with your arms.

If you are in a car during a tornado, pull safely onto the shoulder of the road, stop, and get out. Do not try to outrun a tornado in your car. Lie down flat in a nearby gully, ditch, or low spot on the ground. Do not get under your vehicle.

Places and objects to avoid during a thunderstorm are tall structures such as towers, trees, or hilltops because lightning normally strikes the tallest objects in the area as well as open or exposed spaces (such as exposed sheds or construction sites). Avoid any electrically conductive objects such as metal fences, clothes lines and electricity and telephone lines.

Machinery or objects that have metallic contact with the ground such as tractors should also be avoided.

If you are in a car during a thunderstorm pull safely onto the shoulder of the road and stop, making sure you are away from any trees or other tall objects that can fall on the vehicle. Turn your hazard lights to alert other drivers that you have stopped. Stay in the vehicle with your windows closed. You are safer from lightning in a vehicle than out in the open. Avoid contact with metal or other conducting surfaces inside and outside the vehicle to reduce your chance of being shocked.

If you are outdoors during a thunderstorm and hear distant thunder or see a flash of light, get indoors immediately. Avoid gazebos, rain or picnic shelters and other flimsy outdoor structures. These offer little protection from large hail, can be struck by lightning, and are often blown around in strong winds. A sturdy building is the safest location during a severe thunderstorm.

If you cannot find any suitable shelter, as a last resort, find a low-lying, open place away from single large trees, poles, or metal objects. Make sure the place you pick is not subject to flooding. If you are physically able to, crouch low to the ground on the balls of your feet. Place your hands on your knees and your head between your knees. Minimize your body's surface area and minimize your contact with the ground. Lightning currents often enter a victim through the ground rather than by a direct overhead strike.

If you are boating, fishing or swimming, get to land, get off the beach, and find shelter immediately.

Call 111 immediately if someone is struck by lightning

Hazard Factsheet: Landslides

High intensity or prolonged rain fall, earthquakes, flooding or other hazards can lead to landslides.

Investigate the risk of a landslide by doing the following:

- → Regularly inspect your property if you are located on or near a slope for any indication of movement (especially after heavy rain fall or an earthquake). Signs of instability including doors and windows that start to stick, gaps appearing, decks moving or tilting away from the house, new cracks or bulges on the ground, leaning trees or fences, slope movement.
- → Look at the hillsides around your home/whare for any signs of land movement (like rockfall, small landslides or debris flows and unusual cracking) and any trees that start to tilt over time.
- → Watch the patterns of storm water drainage on slopes near your home/whare especially the places where runoff water converges. Noticing small changes can alert you to an increased threat of a landslide, most small landslides are caused by water runoff so changes in water runoff patterns can indicate ground movement.
- → If you are near a stream or waterway, be alert to any sudden increase or decrease in water flow, and to a change from clear to muddy water. Such changes may indicate landslide activity upstream.

If you notice any of these changes, seek professional advice as soon as possible.

If you suspect that a landslide is occurring, or is about to occur in your area:

- Evacuate immediately if it is safe to do so. Seek higher ground outside the path of the landslide.
- If you cannot leave safely, move out of the path of the debris. The side of your house furthest from the landslide is likely to be the safest location within the property.
- Alert your neighbours. They may not be aware of the potential hazard so advising them of a threat may save their lives.
- Help neighbours who need assistance to evacuate if you can do so without putting yourself in danger.
- Contact Auckland Council. Council engineers or other geotechnical engineers are the people best able to assess the potential danger.

If a landslide does occur:

- Stay away from the landslide area as further ones may occur.
- Put your emergency plans into action.
- If safe to do so, check for injured and trapped persons and animals near the landslide, without entering the landslide area.
- Direct rescuers to their locations.

inset photo of landslide



Hazard Factsheet: Volcano Eruption

Tāmaki Makaurau Auckland could be affected by a volcanic eruption from both inside and outside of the Auckland region.

The Auckland Volcanic Field contains 53 known volcanic centres.

In the Puketāpapa area there are the following volcanoes as shown on the map below: the Tūpuna Maunga of Te Tātua-a-Riukiuta /Big King and Puketāpapa/Pukewīwī/Mt Roskill.

While scientists consider the probability of an eruption from the Auckland Volcanic Field occurring within our lifetimes to be very low, the field is active and the consequences of a future eruption in Tāmaki Makaurau Auckland could be highly impactful.

Some of the hazards associated with an eruption with the Auckland region include hot, fast-moving ash and debris clouds (base surges), ash fall, volcanic gasses, earthquakes, volcanic bombs as well as lava flows.

GeoNet's website (https://www.geonet.org.nz/volcano/aucklandvolcanicfield) provides information on Volcanic Alert Levels across Aotearoa New Zealand.

Tāmaki Makaurau Auckland may also be affected by volcanic eruptions outside of the region (for example the central volcanic zone near Taupo and central plateau volcanoes like Ruapehu etc) in the form of ash fall and disruption to lifeline utilities such as Auckland Airport.

If ash fall is forecasted

- Before ash fall starts go to your home/whare to avoid exposure to and driving during ash fall.
- If you have respiratory or heart conditions, keep your relief and preventer medication handy, and use as prescribed. If you have any concerns, call your doctor.

Steps to take to keep ash out of your house

- Set up a single entry/exit point for your house. Place damp towels by the door to prevent ash being tracked indoors on your shoes.
- Close all remaining doors, windows, and other entry points, such as cat doors and air vents.
- Shut down heat pumps and air conditioning units, to prevent ash from being blown indoors, and to prevent ash from damaging the units by clogging filters and corroding metal.
- Cover electronics and leave covered until the indoor environment is free of ash.
- Cover spa pools and swimming pools as ash can clog filters.
- Disconnect downpipes from gutters to allow ash and water to empty from gutters onto the ground.
- Disconnect roof catchment rainwater storage tanks from downpipes to prevent contamination.
- Seal any openings in water storage tanks (e.g. poorly-fitted covers) to prevent the entry of ash.
- Cover any open gully traps or drains with a sheet of plywood or similar to prevent ash from entering the wastewater or stormwater systems.
- Cover vegetable gardens with tarpaulins to prevent ash contamination.

During ash fall

- Stay and keep pets indoors.
- Do not attempt to clear ash from your roof while ash is falling.
- Avoid non-essential driving. If you must drive, drive slowly, maintain a safe following distance behind other traffic, use headlights on low beam, and avoid using wipers as ash can scratch windscreens.
- **Do not** use un-flued gas heaters indoors while your house is sealed to keep out ash, as there is a risk of carbon monoxide poisoning.
- Never use outdoor gas appliances indoors.

Protecting your health

• Reduce your exposure to ash, gases and aerosols by staying indoors. This is particularly important for high-risk groups (children, older adults and those with pre-existing respiratory conditions, such as asthma, COPD, or chronic bronchitis).

If you have been prescribed preventer medication, ensure you take it as advised by your doctor. Keep your reliever medication with you at all times.

- If you have to go outside, wear protective clothing: e.g. a N95 mask, goggles without side vents, strong footwear, gloves and clothing that covers your skin.
 - o Be aware that masks can make breathing more difficult for some people. Speak to your doctor if you are unsure if you should wear a mask.
 - o Masks do not fit smaller children well, so may offer little protection. Keep children indoors.
 - o Do not wet masks as evidence shows this makes no difference to filtration efficiency.
 - o Further information on respiratory protection in ash fall, including how to fit a dust mask correctly, is available on the International Volcanic Health Hazard Network (IVHHN) website.
- Do not wear contact lenses, because trapped ash can scratch your eyes. Wear glasses instead.
- Contact your doctor or Healthline (0800 611 116) if you have any concerns. People experiencing asthma symptoms even for the first time should not ignore them. Seek medical advice as soon as possible. A severe asthma flare-up can vary in severity and can be life threatening. If there are signs that someone's condition is deteriorating, call 111.

Protecting vehicles

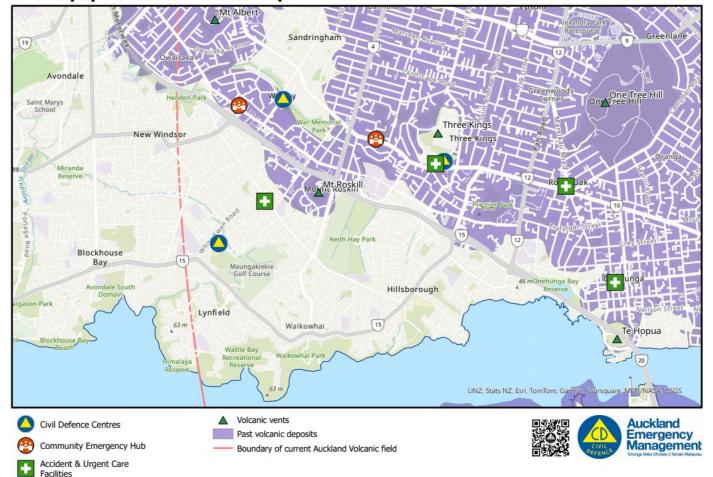
Ash may damage vehicles by clogging filters, corroding metal surfaces, and causing abrasion damage to windscreens, paintwork, and moving engine parts.

- Keep vehicles under cover or covered as much as possible.
- Remove ash from car paintwork and windscreens by gently brushing with a soft brush and, if necessary, washing with water sparingly. Avoid rubbing as this can cause abrasion damage.
- Clean or replace air and oil filters regularly (every 80-160 kilometres in heavy ash or every 800-1600 kilometres in light ash).
- Apply lubricant/grease more frequently and check for wear regularly.

Further information on protecting vehicles and other machinery from ash fall is available on the International Volcanic Ash Impacts website.



Puketāpapa Volcanic Hazard Map



Volcanic vents show the known locations centres of currently identified Auckland Volcanic Field eruptions.

Existing volcanic deposits show the current mapped extent of the rocks, thick ash and lava flows associated with the vents of the Auckland Volcanic Field.

Current Auckland Volcanic Field boundary shows the current extent of eruption sites, and marks the area where scientists believe the next eruption within the Auckland Volcanic Field is most likely to occur.

5 km buffer of Auckland Volcanic Field boundary takes into account the uncertainty around the extent of the Auckland Volcanic Field.



Hazard Factsheet: Earthquakes

While technically classed as being a 'low seismic hazard' area, Auckland does have active faults located in the South Auckland.

Recent mapping by GNS Science has identified three new faults in the Franklin area (Paerata, Pukekohe and Aka Aka Faults) however, more research is required to understand the hazard that these faults pose.

Two well-known faults, the Wairoa North and Wairoa South Faults, mark the edge of the Huna Ranges. Scientists estimate the Wairoa North and Wairoa South faults may be able to generate an earthquake up to magnitude 6.7. This is unlikely to cause widespread damage across Auckland including the Puketāpapa local board area, however there may be localised impacts near the faults themselves.

Paerata Fault Pukekohe Fault Aka Aka Fault

Figure 8 - Figure showing faults within the Auckland region (note that the Paerata, Pukekohe and Aka Aka Faults require more research to understand their risks, as recent mapping has just recently identified these features)

During an earthquake

- DROP down on your hands and knees. This protects you from falling but lets you move if you need to.
- COVER your head and neck (or your entire body if possible) under a sturdy table or desk (if it is within a few steps of you). If there is no shelter nearby and cover your head and neck with your arms and hands.
- HOLD on to your shelter (or your position to protect your head and neck) until the shaking stops. If the shaking shifts your shelter around, move with it. If there is no shelter near you, crawl to an inside corner of the room and cover your head and neck with your hands and arms.

Do not stand in a doorway.

Do not outside which risks you getting hit by falling bricks, glass and debris.

Drop, Cover, Hold:

- stops you being knocked over
- makes you a smaller target for falling and flying objects
- protects your head, neck and vital organs.

When in bed, stay, cover and hold.

When in a car, pull over and wait.

If the earthquake lasts longer than a minute or is strong enough to make it difficult to stand, move quickly to the nearest high ground or as far inland as you can out of tsunami evacuation zones. *Long or Strong, Get Gone.*

After an earthquake

- Expect more shaking. Each time you feel earthquake shaking, Drop, Cover and Hold. More shaking can happen minutes, days, weeks, months and even years following an earthquake.
- Check yourself and others for injuries and get first aid if necessary.
- Turn off water, electricity and gas if advised to. If you smell gas or hear a blowing or hissing noise, open a window, get everyone out quickly and turn off the gas if you can.
- If you see sparks, broken wires or evidence of electrical system damage, turn off the electricity at the main fuse box if it is safe to do so.
- If you can, put on protective clothing that covers your arms and legs, and sturdy footwear. This is to protect yourself from injury by broken objects.
- If you are in a store, unfamiliar commercial building or on public transport, follow the instructions of those in charge.

Use social media or text messages instead of calling to keep phone lines clear for emergency calls.



Hazard Factsheet: Tsunami

Tsunami are series of ocean waves that can cause significant destruction along coastlines. They are usually caused by underwater disturbances such as earthquakes, landslides or volcanic eruptions that create waves which travel out in all

directions. These waves can appear small and travel at high speeds across the deep ocean, but slow and grow in height and destructive power as they approach the coast.

All of New Zealand's coastline, including Auckland, is at risk from tsunami due to our position in the Pacific Ring of Fire. This is a geologically active area surrounding the Pacific Ocean marked by frequent earthquakes and volcanic eruptions because of the collision and subduction of the earth's tectonic plates.

The National Emergency Management Agency separates tsunami into three types, depending on where they form, with each type creating unique challenges:

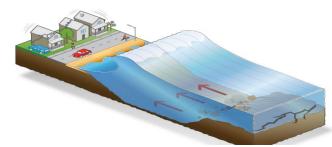


Figure 9 - Diagram showing as a tsunami wave travels into shallower ocean it grows in height

- Distant source tsunami: generated across the Pacific Ocean like in Chile, Alaska, or even Japan, which could take 14 hours or more to arrive.
- Regional source tsunami: generated from the southwest Pacific like Tonga, Samoa and Vanuatu, which could take between one and three hours to arrive.
- Local source tsunami: generated very close to New Zealand, which could arrive in minutes.

If you are near the coast, you need to act immediately if you experience any of the following:

FEEL a strong earthquake that makes it hard to stand up, or a weak rolling earthquake that lasts a minute or more.

SEE a sudden rise or fall in water level.

HEAR loud and unusual noises from the water.

Move immediately to the nearest high ground or as far inland as you can, out of tsunami evacuation zones. Do not wait for official warnings. Immediately follow the advice of any emergency warning. Do not wait for more messages before you act.

- → Walk, run or cycle, if you can and remember your Grab Bag. This reduces the chances of getting stuck due to damaged roads or traffic congestion.
- → While evacuating, be aware of other hazards. For example, a large local earthquake may damage electricity lines and bridges and create liquefaction and landslides.
- → Do not return until an official all-clear message is given. Tsunami activity can continue for several hours, and the first wave may not be the largest. If there was an earthquake, expect aftershocks that may generate another tsunami.

If you live near the coast but are not located in a tsunami evacuation zone, you do not need to evacuate. Your home/whare could be a safe location for friends and whānau/family who need to evacuate.

Tsunami can be very dangerous for both recreational and commercial boats and their crews.

Tsunami dangers for boats include:

- Strong and unpredictable currents and surges that can affect ports and marinas even during small tsunami.
- Grounding of vessels, as water levels can suddenly drop.
- Capsizing from incoming surges, complex coastal waves, and surges hitting grounded boats.
- Collision with other boats, docks, debris and changes to the seafloor (e.g. movement of sand bars, wrecks, reefs and boulders).

Know your tsunami evacuation zones

A tsunami evacuation zone is an area that you may need to leave if you feel a long or strong earthquake, or if there is an official tsunami warning.

Make sure you know where to go, whether you are at home/whare, at work or out and about.

Search for your whare/home, work or school address on the <u>Auckland Emergency Management Hazard Viewer</u> to find out if they are in a tsunami evacuation zone.

In Auckland we have two types of tsunami zones – red, and yellow – based on the areas that can be affected in different sized tsunami.

Red is a shore and marine threat zone: This includes the shore and adjacent low-lying areas most likely to be affected by a tsunami. You should avoid this area following any tsunami alert for the Auckland region until you are told it is safe to return.

Tsunami are often most destructive in bays and harbours, not just because of the waves, but because of the strong currents they generate in local waterways.

Yellow is a land threat zone: This includes the area that would need to be evacuated in the event of a dangerous tsunami. You should evacuate this area if requested, or if you feel or notice any natural warnings, until you are told it is safe to return.



Hazard Factsheet: Wildfires

Fire moves extremely fast - have a plan to ensure you and your whanau know what to do in a fire and how to get out safely.

Embers can travel for more than two kilometres from a wildfire potentially igniting fires on homes, buildings or property not close to the wildfire and dependent on the wind direction.

Wildfire travels faster uphill and therefore homes and property on a steep slope or at the crest of a hill, are at the greatest risk.

Fire Emergency New Zealand (FENZ) is the lead agency for fire emergencies and has a good website with information on the current fire season, fire types and on how to reduce risks of a fire getting out of control.

Dial 111 immediately if there's a fire.

If a wildfire is in the area of your property:

- → Turn on sprinklers, fill the gutters with water, and wet down materials like firewood that may fuel the fire.
- → Move vehicles to a safe location.
- → Relocate lightweight garden furniture, door mats and other outdoor items indoors.
- → Wet down the sides of buildings, decks and plants close to your home in the likely path of the wildfire.
- → Move animals and livestock to a well-grazed or ploughed area.
- ightarrow Close windows, doors, and vents. Shut blinds. Seal gaps under doors and windows with wet towels.

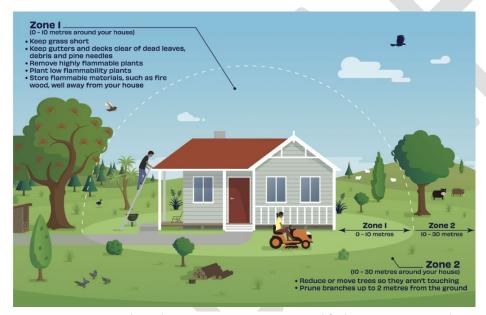


Figure 10 - Diagram shows how to manage vegetation and fuel sources in Zone 2 (10-30m) around your house and other structures.

Remember, life is more important than property. Always make sure you have your escape planned before tackling any fire and don't put yourself or others at risk. Leaving early is always the safest option.

Don't rely on an official warning to leave. Wildfires can start quickly and threaten lives and homes within minutes.

For information and advice on keeping animals safe from wildfires, go to: bit.ly/animals-fire or https://checkitsalright.nz/reduce-your-risk/protecting-your-property.



Hazard Factsheet: Biological emergency (Outbreaks, Epidemics, Pandemics)

A pandemic is an outbreak of an infectious disease that spreads across a very large region, multiple countries, or worldwide.

Outbreaks and epidemics affect local areas and regions. The direct impact on human life can be immense, with vulnerable populations, including older people and those with underlying health conditions, being particularly at risk. Epidemics among animals, such as Foot and Mouth Disease, can also affect people's activities.

The risk and impacts of a pandemic or large epidemic extend beyond the immediate health crisis. Many services like education, transport, work, health care and community services face disruptions.

Social interactions are limited or strained, with physical distancing measures and lockdowns impacting social gatherings, cultural events, and everyday life.

The Ministry of Health is the lead agency for human pandemics. Auckland Emergency Management assists in providing regional inter-agency coordination of welfare support.

In a pandemic you may need to stay at home/whare because:

- you are sick
- you are caring for a sick whānau/family or household member
- community actions to prevent spread of the infection are needed.

During an outbreak, epidemic or pandemic

Hygiene - keeping clean:

- Washing and drying your hands properly for at least 20 seconds with soap or an alcohol-based rub. Drying hands well is important. Wash and dry hands after coughing, sneezing, blowing your nose wiping children's noses, visiting the toilet, or looking after sick people.
- Keep your coughs and sneezes covered. Put tissues straight into a covered, lined rubbish bin or a plastic bag.
- Try to stay a metre away from sick people to reduce the spread of infection and consider having those who are unwell stay in one part of the house if practical and/or be cared for by a single person.
- Ensure there is good ventilation to any areas where people are unwell.
- Stay informed with key health information: https://www.arphs.health.nz/ and https://www.arphs.health.nz/ and https://www.arphs.health.nz/.

*INSERT PHOTO

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Devonport-Takapuna Local Board Emergency Readiness and Response Plan 2024

DEVONPORT-TAKAPUNALOCAL BOARD







Key contacts & emergency information



Dial 111 for emergencies where there is serious, immediate, or imminent risk to life or property and request Police, Fire or Ambulance.

- * If you have difficulty hearing or talking on the phone, register to use '111 TXT', the emergency texting service at police.govt.nz/111-txt/how-register-111-txt
- Marine Assistance on VHF Channel 16.



Auckland Emergency Management

Dial 0800 222 200



aeminfo@aucklandcouncil.govt.nz

Social media:





@AucklandCDEM

Dial (09) 301 0101 for Auckland Council



aucklandcouncil.govt.nz



Radio Stations

for emergency information

- Radio New Zealand 756 AM or 101.4 FM
- Newstalk ZB 894 FM
- The Hits 97.4 FM
- More FM 91.8 FM
- Radio Samoa 1593AM
- Radio Waatea 603AM
- Radio Spice 88FM
- Humm 106.2FM
- Radio Tarana 1386AM
- Planet FM 104.6FM

Local accident and urgent care clinics

- North Shore Hospital Emergency Department open 24 hours | phone (09) 486 8900.
- Shorecare Urgent Care Smales Farm open 24 hours | phone (09) 486 7777.
- Northcare Accident & Medical open daily from 8am-6.30pm | phone (09) 479 7770.
- · White Cross Glenfield Urgent Care and GP services open daily from 8am - 8pm | phone (09) 444 4244.

Report a problem

If life is at risk dial 111.



5 Electricity and gas

If you can smell gas, dial **111** and ask for Fire and Vector on **0800 764 764**.

For outages and faults, report online at vector.co.nz/personal/outages-faults. Also report outages to your electricity provider.



Internet

To report a problem with your broadband, contact Chorus on 0800 600 100. For internet outages go to chorus.co.nz/outages



Flooding

To report flooding to Auckland Council call (09) 301 0101.



Water supply and wastewater

To report a problem, contact Watercare via Live Chat at watercare.co.nz or call (09) 442 2222 and press 1.

For outages or faults go to

watercare.co.nz/Faults-outages/Current-outagesand-upcoming-shutdowns



Fallen trees or debris

To report fallen trees or debris, go to Auckland Council's 'Report a Problem' tool. aucklandcouncil.govt.nz/report-problem/Pages/ report-a-problem.aspx



Roads

To report an urgent State Highway issue, call NZ Transport Agency Waka Kotahi on **0800 44 44 49**. To report a non-urgent issue, go to nzta.govt.nz/ contact-us/email-us/state-highway-issue-or-feedback

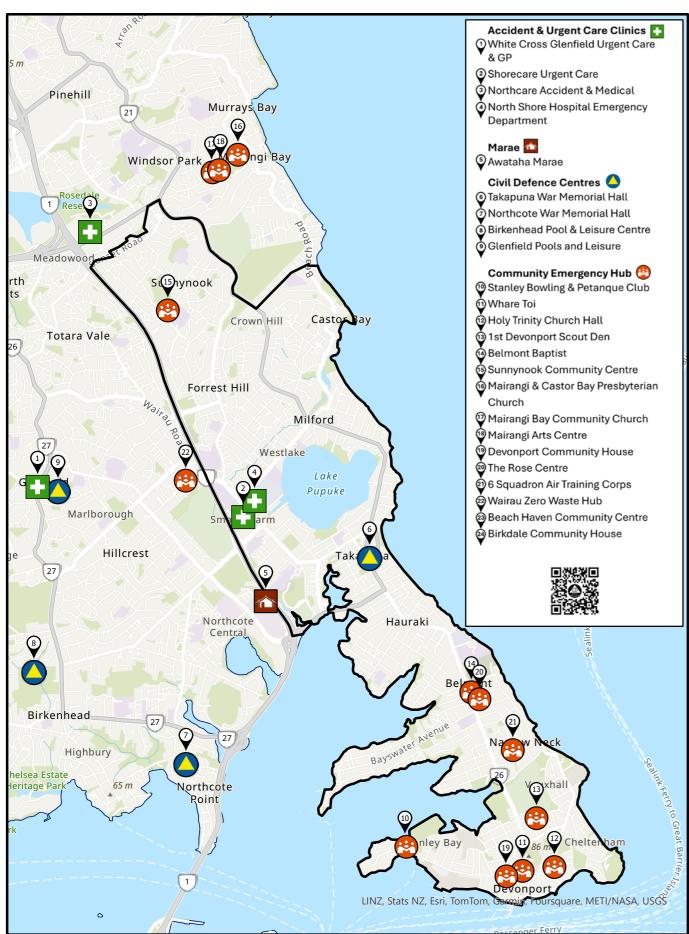
To report an urgent Auckland arterial road issue, call Auckland Transport on (09) 355 3553.

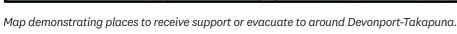
To report a non-urgent issue, go to Auckland Transport's website **contact.at.govt.nz** Access NZ Transport Agency's Waka Kotahi journey planner at journeys.nzta.govt.nz/journey-planner to see disruption on State Highways.

Access Auckland Transport's roadworks and disruptions at at.govt.nz/projects-initiatives/ roadworks-and-disruptions to see disruption on arterial roads.

If you need to evacuate

If possible, stay with whanau/family or friends who are safe. Then check which Civil Defence Centres or Community Emergency Hubs are open on social media channels, websites or radio.

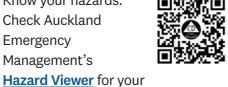




Top tips to get ready for an emergency



Know your hazards. Check Auckland Emergency Management's



Learn where you can go if you need to evacuate.



Create a household plan, including evacuation.

whare/home, work & school.



Prepare a grab bag in case you have to evacuate.





Keep emergency supplies in your whare/home and car.



Get ready with your community and know your community's emergency plan.



Keep spare cash.



Know your neighbours and look out for each other.



Check your insurance and keep electronic & hard copies.



Get your business ready.



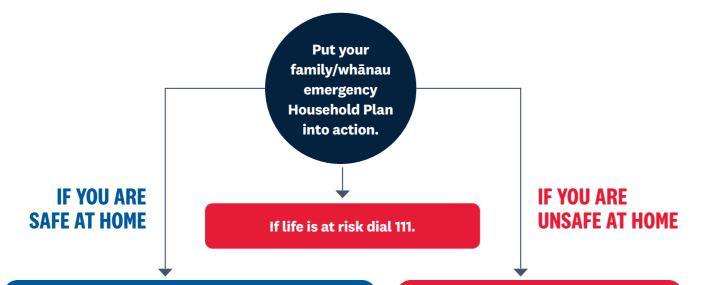
Plan your evacuation routes.



Get prepared for specific hazards including storms, floods, earthquakes and volcanoes.



Emergency actions



- Stay at home.
- ✓ Use your emergency supplies.
- ✓ Stay informed through official sources:
 - AEM () () ()
 - NEMA (II) (II)
 - Radio stations (RNZ, Newstalk, The Hits, MoreFM)

 - GeoNet @ 🕝 & app.
- ☑ Check on your neighbours and others nearby.
- Stay connected to your whānau/family and friends.

Use text or social media, keep phones lines clear for people who need urgent assistance.

- ✓ Take your grab bag.
- ✓ Use your evacuation routes.
- If possible, stay with whānau/
 family or friends who are safe.
 Or go to your closest Community
 Emergency Hub/Civil Defence
 Centre. Check radio stations
 or Auckland Emergency
 Management's website/social
 media to see what locations
 are open. (Telephone language
 interpreters are
 available at Civil

Do not wait for emergency services to tell you to evacuate.

Defence Centers).



Interested in volunteering during an emergency?

Reach out to your local Community Emergency Hub or go to Auckland Emergency Management's website for volunteering opportunities



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Introduction

This plan provides information and advice for people living and working in the Devonport-Takapuna local area to get ready for and respond to an emergency.

Tāmaki Makaurau Auckland is exposed to numerous potential hazards. A hazard is something that may cause, or contribute substantially, to an emergency. A hazard has the potential to adversely affect people, property, the economy, the environment or other assets that we value. Climate change is increasing the frequency and impact of severe weather events that create an emergency in our communities.

This plan has been prepared in collaboration between Auckland Council's Auckland Emergency Management department and the Devonport-Takapuna Local Board as a guide for:

- how to **reduce** the impact of a hazard
- how to be **ready** for an emergency situation
- how to **respond** during an emergency.

This plan also includes tips that will help an individual, a whānau/family, a community or a business start the **recovery** journey after an emergency.

Maungauika/North Head a volcano located in Devonport.

8 Devonport-Takapuna Local Board | Readiness And Response Plan

The Devonport-Takapuna area

The Devonport-Takapuna local board area is prosperous, dynamic and diverse, offering a range of quality lifestyles with numerous education, recreation, business and employment opportunities.

It comprises the following areas: Devonport, Belmont, Bayswater, Hauraki, Takapuna, Milford, Castor Bay, Forrest Hill and Sunnynook, each with unique characteristics.

Devonport attracts tourists who take the ferry across from Auckland central to experience this seaside village.

The Devonport Peninsula, including Belmont and Bayswater, is a socially active area with many sports and library clubs.

Takapuna is the main suburb in the local board area with shops, businesses and hospitality venues alongside the popular beach.

Milford has a thriving town centre with a variety of retail and hospitality venues.

Sunnynook has excellent connectivity with the Sunnynook Community Centre serving as a focal point for residents.

Forrest Hill has a growing population with a flourishing community hub in the Grow Forrest Hill Community Gardens, who support food resilience in the community.





Figure 1: Devonport-Takapuna Boundary Map.

Our geography

The Devonport-Takapuna local board geographical area is largely coastal with some low-lying typography.

The types of hazards that might occur in the area include, but are not limited to:

- flooding
- · severe storms, thunderstorms and tornadoes
- · coastal inundation
- · tsunami.

Takapuna is founded on deposits from the volcanic eruption that formed Lake Pupuke and is made up of tuff (welded volcanic ash). These volcanic deposits are usually very strong and more resistant to erosion.

Eastern Devonport consists of two volcanic cones (Takarunga/Mt Victoria and Maungauika/ North Head) and features tuff (welded volcanic ash) and lava flows.

The Devonport Wharf and Naval Base and the area in between Mt Victoria and North Head consist of fill (reclaimed land) that includes guarried volcanic deposits, compacted clay and construction waste such as concrete, brick and asphalt.

Narrow Neck is made up of alluvium (muds, silts and organic material) and used to be a shallow area below the harbour, but due to sea level change has been exposed. This area is prone to flooding due to being low lying.

Sites of significance

The Devonport-Takapuna local board area has cultural and heritage sites of significance for Māori including the natural features and landscapes of Rahopara Pā and the lava flow and fossil forest along the coastline between Takapuna and Black Rock. These special areas, as well as others that are identified by mana whenua and mātāwaka, require care and consideration² so they can be preserved to help tell the story of the local area and retain their significance to Māori.

Our population

The Devonport-Takapuna local board area rohe/ region has approximately:3

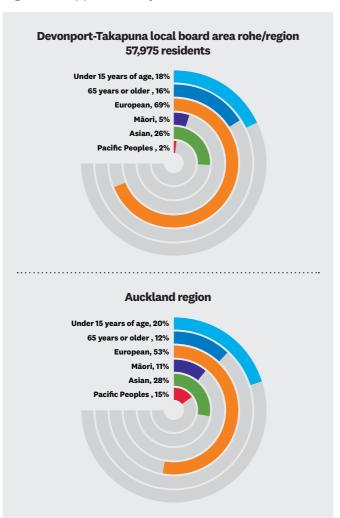


Figure 2: Two diagrams demonstrating ethnicity percentages in the Devonport-Takapuna Local Board region and wider Auckland.

While disasters impact all individuals, they frequently highlight enduring inequalities faced by refugees, asylum seekers, tourists, international students, migrants with limited English or English as a second language, those with limited financial means, females and marginalized communities lacking sufficient power and resources. Auckland Emergency Management endeavours to support these communities by offering resources in various languages, promoting accessibility of preparedness through essential messaging, access to phone interpreters at Civil Defence Centres, culturally and linguistically diverse representation within our Emergency Coordination Centre and engagement with a diverse array of community leaders to further identify strategies to reduce inequalities for those disproportionately affected by disasters.

Roles

Auckland Civil Defence and Emergency Management (CDEM) Group

Auckland Council is the administering authority for the Auckland Civil Defence and Emergency Management (CDEM) Group. Auckland Emergency Management is the Auckland CDEM Group Emergency Management Office responsible for day-to-day planning, project work and operational arrangements on behalf of the Auckland CDEM Group.

Civil Defence

We all have a role to play in an emergency. Everyone, including individuals, whanau, family and communities, shares the responsibility for reducing risk and strengthening resilience.

After a large emergency, it could be days before emergency services can respond to all communities, and several weeks or months before normal infrastructure and utilities are up and running. The most immediate source of help will be your neighbours, together with the preparedness actions you took in your household before an event.

Auckland Emergency Management

Auckland Emergency Management (AEM) is the part of Auckland Council that works in partnership with emergency services and other organisations to coordinate civil defence and emergency management within the Auckland rohe/region.

The aims of Auckland Emergency Management are to:

- understand Auckland's hazards and the risks they pose
- · coordinate planning activities related to hazard and emergency management
- encourage cooperation within the rohe/region
- help our communities to be aware of hazards and ready for emergencies.



You can read more about Auckland Emergency Management's role in the Tāmaki Makaurau Auckland Civil Defence and Emergency Management Group Plan 2024-2029.



⁴ National Emergency Management Agency [NEMA]. (2024). Together we are all Civil Defence: Facebook post.

² Devonport Takapuna Local Board. (2023). Devonport-Takapuna Local Board Plan 2023.

³ Research and Evaluation Unit [RIMU]. (2019). 2018 Census Results: Local board and special area information sheets. Auckland Council.

Auckland Emergency Management provides coordination of significant risks and hazards in the Auckland rohe/region using the four Rs framework: reduction, readiness, response and recovery as shown in the diagram below.

Reduction

Whakaititanga

Reducing the impact of hazards on our whānau, businesses and community

Readiness

Whakareri

Having the skills, knowledge, plans, and tools before a disaster happens so we are prepared

Response

Whakarata

ensure the safety and

wellbeing of people

Taking action to

and places

Whakaoranga

Recovery

Restoring sustainable wellbeing

Figure 4: Diagram of 4Rs of the emergency management framework.

In an emergency, Auckland Emergency
Management coordinates the response from the
Auckland Emergency Coordination Centre.

Auckland Council staff across the organisation can be deployed from their usual roles to assist the coordination of the emergency or support Civil Defence Centres.

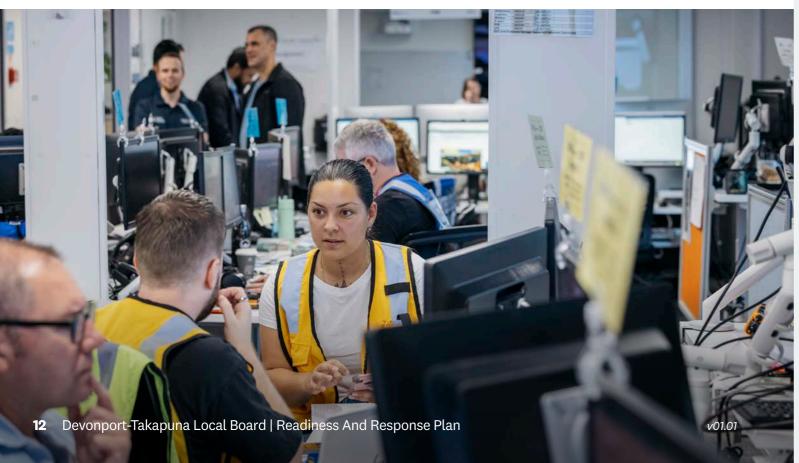
Depending on the type of emergency, some responses are led by the Ministry of Health (e.g. pandemic) or Fire and Emergency New Zealand (e.g. wildfires) where Auckland Emergency

Management is a support agency as opposed to leading and coordinating the emergency response.

If an emergency needs extra coordination and resources, <u>a state of emergency</u> can be declared which gives the relevant Civil Defence Emergency Management Group special powers to respond to the event

For widespread emergencies, the Minister for Emergency Management can declare a state of national emergency.

Staff in the Auckland Emergency Coordination Centre during a response.





The role of mana whenua and marae

An emergency situation occurs in a geographical area and sometimes in a specific location or place.

Mana whenua hold mātauranga mai rā anō or the traditional and historical lived-experience and knowledge of an area, place or space.

It is important to acknowledge and build on the strengths of integrating kaupapa Māori, mātauranga Māori and tikanga Māori into resilience building and emergency management within the community.

Marae are a taonga and an integral part of any community. Auckland Emergency Management supports marae in their work/mahi to build marae and community resilience and their contribution to emergency management.

Iwi liaison personnel work in the Emergency Coordination Centre during an emergency to communicate and coordinate response activity with mana whenua and marae.



The role of community

Community groups, organisations and marae assist the emergency response in Devonport-Takapuna by:

- Running or assisting with Community Emergency Hubs.
- Providing resources e.g. bedding, food, clean up supplies etc.
- Communications:
 - Being a key point of contact for Auckland
 Emergency Management to understand the needs of affected communities.
- To spread the key messaging from Auckland Emergency Management.
- To provide feedback to the Emergency Coordination Centre on Auckland Emergency Management's communications to ensure information is meeting the community's needs.
- Volunteering with the clean up after an emergency.



The role of local board members

Local board members assist Auckland Emergency Management in encouraging household, community and business preparedness. Local board members are an important link or information to flow between emergency management agencies and the community. Local board members are advocates for their community.

Emergency management plans

There are many plans that provide guidance for the management of emergencies from a national, regional and local perspective. These plans are identified and explained in this section.

The diagram below demonstrates how emergency management plans cascade and are linked to one another in a comprehensive framework.



Figure 5 - Emergency Management plans hierarchy.

National Framework | Civil Defence **Emergency Management in Aotearoa**



The national framework for CDEM in Aotearoa is established under the Civil Defence Emergency Management Act 2002. The framework provides for the effective

delivery of emergency management though the roles and responsibilities of prescribed entities. The national framework is supported by the National Civil Defence Emergency Management Plan Order 2015 (and Guide), the National Disaster Resilience Strategy 2019 and Civil Defence Emergency Management Group Planning Director's Guidelines [DGL 09/18].

The Auckland Emergency Management Group Plan 2024 - 2029



Under a statutory requirement of the Civil Defence Emergency Management Act 2002, each Civil Defence Emergency Management (CDEM) Group in New Zealand is required to have a group plan.

Our Group Plan - Tāmaki Makaurau Auckland Civil Defence and Emergency Management Group Plan 2024-2029,

presents the vision and goals of the Auckland CDEM Group, how we will achieve them and a framework for measuring progress. Our group plan outlines Auckland's CDEM members' roles and responsibilities and key actions that will take place over the five-year period.

Auckland's group plan is used by the CDEM Group, partners and stakeholders. It also provides the public with information on how these organisations work together, and how they can build individual and community resilience.

The Devonport-Takapuna **Local Board Plan**

Under the Auckland Council governance



structure, each local board develops a Local Board Plan every three years, outlining their strategic direction in alignment

with council's plans, policies and strategies.

They are developed in consultation with the community and set the direction for the area reflecting community aspirations and priorities. Their purpose is to guide funding and investment decisions on local activities, projects, services and facilities.

One of Devonport-Takapuna Local Board's initiatives is that communities live more sustainably and are prepared for the impacts of climate change. The Local Board help to prepare communities for the impact of climate change and other emergencies by working with Auckland Council's Emergency Management team to educate communities on emergency preparedness and by enabling communities to take a greater role in the preparation of local community resilience plans.5

The Local Board Emergency Readiness and Response Plan

The Local Board Emergency Readiness and Response Plan provides information and advice for people living and working in the local area to get ready for and respond to an emergency.

It provides clarity on the roles and responsibilities of Auckland Emergency Management, Auckland Council, the local board, individuals and communities across the four Rs of emergency management: reduction, readiness, response and recovery.

Community Response Group Plan and Community Hub Plans



A Community Response Plan is prepared by the community, for the community.

The purpose of a Community Response Plan is to:

· Provide information that enables, empowers and supports individuals and communities to take ownership of their own emergency preparedness.

- Promote problem solving and encourage self-sufficient communities through strong social networks and a culture of mutual help and support.
- Reduce the reliance on first responder agencies following an emergency.

A Community Emergency Hub Plan is an operational document for those community members who will provide immediate help for people who have been impacted by an emergency. Refer to the Response section for more information.

Household or Business Plan



A Household or Business Plan provides a place to compile key information for use during an emergency such as: contact details, where supplies are

kept, what to do if there is no power or water and where to go if evacuation is necessary.

Having a plan helps make the emergency much less stressful for everyone.



⁵ Devonport Takapuna Local Board. (2023). Devonport-Takapuna Local Board Plan 2023.

Reduction

What is reduction?

Risk reduction involves analysing risks to life and property from hazards, taking steps to eliminate those risks if practicable, and, if not, reducing the magnitude of their impact and the likelihood of their occurrence to an acceptable level.

Why is reduction important?

Reduction saves lives and property. If we know of a risk and it has not been acted on, one of the first questions asked after an incident is - why did we let this happen?

Many things can be rebuilt or restored, but some losses are irreplaceable and can have a deep and lasting impact on communities, businesses and people's wellbeing.

Effective reduction and hazard risk management can help reduce long-term impacts and support recovery after an emergency is over.

Roles in reduction - who does what?

Whānau &

- Understand the hazards and risks in your local area, place of work, school and anywhere else you regularly visit.
- · Reduce the risk of landslides by ensuring areas within your property are stable, and retaining walls are maintained.
- · Reduce flooding on your property by keeping your drains clear.

Communities

- Understand and help communicate the hazards and risks of the local area.
- Host local events to increase public awareness of hazards and preparedness.
- Help those not able to clear drains on or near their property.
- · Get involved in a community planting event.

The Local Board

- Educate and support the community through preparedness measures.
- · Promote community activities and events to increase public awareness of hazards and preparedness such as stream plantings, food security projects, active transport initiatives.

Auckland Emergency Management

- · Work with partners to promote region-wide hazard information to improve knowledge and understanding of hazards.
- · Provide warnings and alerting tools to stakeholders and the public.

Auckland Council

- · Undertake risk reduction initiatives across council departments, such as the Making Space for Water programme led by Healthy Waters.
- · Ensure planning for the built environment is consistent with national policy, and informed of current and future hazards.

Readiness

What is readiness?

Readiness means having a plan in place that supports a fast and effective response to an emergency that will minimise the risk to life and property. This means everyone knows what they need to do in an emergency.

Being emergency ready includes:

- understanding the hazards and risks
- · designating roles and responsibilities
- identifying resources that are available
- creating plans and procedures
- · organising activities, initiatives and education that improve emergency readiness in the wider community
- · knowing where to evacuate to
- knowing how to keep informed.

Why is readiness important?

Readiness is about knowing what to do when an emergency happens. It involves understanding the risks of hazards and making plans to address and minimise them during an emergency.

Being ready also reduces the impact on life and property of an emergency situation and enables a faster and stronger recovery.

Roles in readiness - who does what?

Whānau &

- Develop emergency household plans for your household, whānau/family and friends.
- · Keep enough emergency supplies to last three days.
- Know where the nearest Civil Defence Centres are or your local Community Emergency Hub.
- · Connect with neighbours.
- · Understand your local hazard risks.
- · Identify local resources and support networks.



- · Host getting to know your neighbours days and discuss support in an emergency.
- · Develop Community Response Plans.
- Establish Community Emergency Hubs as a place of shelter, connection and information during an emergency.

Devonport-Takapuna Local **Board**

- · Encourage communities to prepare for emergencies
- Support agencies involved in emergency management.
- Promote events that support emergency planning and readiness.
- Identify who in the local community might be disproportionately affected by an emergency and support them.

Auckland Emergency Management

- · Develop and refine contingency plans for dealing with high priority hazards.
- · Train staff and partners.
- · Identify and mitigate gaps within lifeline utilities.
- · Assist community readiness through training, scenario exercising, preparedness information and helping community planning.



- · Train council staff to assist Auckland Emergency Management in responding to an emergency.
- · Healthy Waters provides information regarding risks of flooding on property.

Get your household ready for an emergency

In an emergency, unless it is unsafe, stay at your whare/home and have supplies for at least three days.

This section tells you how to be ready and prepare for an emergency.



Know your hazards



Learn about the potential hazards in your area



Being prepared involves understanding the likelihood of hazards that may create an emergency near you.

To see which hazards are most likely to impact your whare/home, workplace or school, check out the Auckland Emergency Management Hazard Viewer and Auckland Council's Flood Viewer.

Check out the maps and pull out Hazard Factsheets at the end of the plan.



Create a Household Plan



Develop a Household Plan for your whānau using our template



A Household Plan provides a template for emergency information such as: contact details, where supplies are kept, what to do if there is no power or water and where to go if you need to evacuate.

Every Household Plan will be different because of where we live, who lives with us and who might need help.

Check out the Make a Plan template at the end of this plan (Appendix 2) or use the QR code for a digital version. The **Get Ready website** has Make a Plan in multiple languages.

Having a plan helps make emergencies less stressful for everyone. It is particularly beneficial to include children in making your plan, as it encourages

discussion in an honest, practical and calm way about:

- what might happen in an emergency
- · what you can do to keep safe
- · what your plan is if you can't get to your whare/home
- what you can do if you cannot communicate via mobile, landline or internet.

When you're making your household plan remember to include everyone. Think about the requirements of people with disabilities, older people, babies, young children, pets and other animals, or your specific needs if you live in an apartment.

If you live in an apartment building, store some emergency supplies in compact containers that will fit at the back of a cupboard or under furniture.

Make sure you have contact details for your landlord, body corporate or building owner. Get to know your neighbours and consider leaving a door key and access instructions with a friend.



Extra steps to take for vulnerable whānau



Ensure your plan and supplies cater to your whanau who are older or who have disabilities or medical

Check the plans for your whānau/family in aged-care facilities or supported living.

- Understand the extra supplies needed and put in your grab bag.
- Keep ice packs in the freezer and a smaller cooler bag for refrigerated medical supplies.
- Wear a medical alert tag or bracelet so people know what assistance may be needed.
- Know who to call for help if you're dependent on life-sustaining equipment or treatment. Ensure your electricity retailer or telecommunications provider know if you are dependent on these services for life-sustaining support.



- Let Watercare know if you need a continuous supply of high-quality water.
- Have an extra mobility device such as a cane or walker.
- Ensure your whānau know how to assemble and disassemble your wheelchair. Keep a portable air pump for tyres.
- If you use a seat cushion to protect your skin or maintain your balance, keep a spare one.
- Emergency preparedness information is available in audio, large print and Easy Read on the National Emergency Management Agency's (NEMA) Get Ready website.



The following table suggests supplies to include in your plan for those in your whānau who:

Are deaf, hard of hearing, or have a speech impediment

✓ Keep spare hearing aid batteries in your grab bag.

- ✓ Give others a house key so they can alert you.
- ✓ Put a writing pad, pens, laminated cards with phrases etc in your grab bag to help communication.
- ✓ If you use an augmentative communications device, or other assistive technologies, plan how you will evacuate with the device or how you will replace equipment if it breaks. Keep model information and note where the equipment came from, such as the name of the provider.
- ✓ Videos in New Zealand Sign Language on hazards and emergencies in Aotearoa New Zealand are available on NEMA's Get Ready website.



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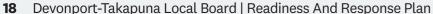
Are blind or with a visual impediment

- ✓ Mark emergency supplies with Braille labels or large print.
- ✓ Keep an audio list of your emergency supplies and where you bought them.
- ✓ Make sure there is a grab bag for your guide dog with food, medications, vaccination records, identification and harnesses. Guide dogs can stay in emergency shelters with their owners.
- ✓ Keep extra canes at your whare/home or work, even if you have a guide dog as it may become disoriented in an emergency.
- Listen to audio recordings about the hazards we face and emergency preparedness on **NEMA's Get Ready website**.



Have an intellectual or cognitive disability

- ✓ Keep handheld electronic devices charged and loaded with videos and activities. Have spare chargers.
- ✓ Include a small pop-up tent with your grab bag to decrease visual stimulation in a busy room or to provide instant privacy.
- ✓ Include comfort snacks in your grab bag.
- ✓ Consider a pair of noisecancelling headphones to decrease auditory stimuli and sunglasses to decrease visual stimuli.
- ✓ Include comforting items in your grab bag that are familiar, such as a pillow or blanket.







Looking after pets and animals



Ensure **pets and animals** are part of your plan and you Whave extra supplies for them.

- Make sure you have pet food and leashes in your grab bag.
- Have a pet carrier for cats and small dogs.

In an emergency, bring your pets indoors as soon as possible and confine them to one room. Pets may try to run if they feel threatened so keeping them inside and in one room will allow you to find them quickly if you need to evacuate.

Consider an early evacuation of pets and other animals. Waiting to evacuate animals until the last minute can be fatal for them and dangerous for you. If you live on a lifestyle block or rural property, have a look at our Lifestyle Block Emergency Preparedness Guide for further information.

Take your pets with you when you evacuate if it is not safe for you, it is not safe for them. Leaving them behind may endanger you, your pets, and emergency responders.

Email the household plan to your whānau/family and keep a copy on your fridge





Keep emergency supplies



supplies for three days



Have a stock of supplies such as water, food, and essential items, for at least three days, that you can access in a hurry and find in the dark.

Emergency supplies to keep at your whare/ home include:

- at least nine litres of water for each person in your household, enough for drinking and basic hygiene for 3 days
- long-lasting food that doesn't need cooking, especially for babies and young children
- spare gas for your camping stove or BBQ (never use these indoors)
- toilet paper, plastic bags and large plastic buckets for an emergency toilet
- prescribed medications
- unscented bleach (often the cheaper supermarket brands), cloths, and rubber gloves for hygiene
- heavy-duty work gloves
- face mask
- torches and spare batteries. Use torches rather than candles to reduce the risk of fire.
- a power bank to charge electronic or mobile devices
- a first aid kit.

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Remember you can use your car to listen to the radio and charge devices.



How to store water for emergencies

- Check expiry dates regularly on bottled water and if you choose to use your own storage containers, clean plastic soft-drink bottles are best.
- Do not use plastic jugs or cardboard containers that have had milk in them. Milk protein cannot be removed from these containers. They provide an environment for bacterial growth when water is stored in them.
- Thoroughly clean the containers with hot water. Don't use boiling water as this will destroy the bottle.
- Fill bottles to the top with regular tap water until it overflows. Add five drops of nonscented liquid household chlorine bleach per litre to the water. Do not use bleaches that contain added scent or perfume, surfactants, or other additives. These can make people sick. Do not drink for at least 30 minutes after disinfecting.
- Tightly close the containers using the original caps. Be careful not to contaminate the caps by touching the inside of them with your fingers.
- Place a date on the outside of the containers so that you know when you filled them. Store them in a cool, dark place.
- Check the bottles every 6 months. You can do this when the clocks change over at daylight savings. If the water is not clear, throw it out and refill clean bottles with clean water and bleach.





Have cash available

During an emergency, electricity outages may occur which means ATMs and EFTPOS machines may not work. Keep an appropriate amount of cash available for the purchase of necessary supplies or services.



Check your insurance



Review your insurance and have a copy in your grab bag

Review insurance policies on a regular basis in preparation for an emergency.

It is a good idea to have a copy of insurance documents in your grab bag.



Prepare a grab bag in case you have to evacuate



Make a grab bag



A grab bag is a small backpack with essential supplies that you can take with you if you need to evacuate. Have a grab bag ready for each member of your whānau/family.

Your grab bag should not be too heavy so you can carry it on foot for a considerable distance.

Items to include in your grab bag are:

- trainers/walking shoes (put them on), a raincoat, a hat and warm clothes
- water and snacks
- √i hand sanitiser
- v power bank and phone charger
- ✓ cash
- M photo ID
- medications
- a first aid kit



- a torch
- a battery radio
- pet food, medication and a carrier or leash
- baby items, such as food, formula and nappies.

*If you have asthma or a respiratory disorder, make sure your grab bag has masks and any medication required.

Tailor your grab bags to your whānau/ family's needs. For children, you might want to pack a toy, book or something to keep them entertained. Torch, battery radio and first aid kit could be per household, rather than for each grab bag. Remember, you don't need extra supplies of each item. We understand it can be expensive, so let's get creative:

- When you evacuate, put on your trainers or walking shoes.
- Put old warm clothes into your grab bag or in the back of your car.
- Some items you may still need to buy, but you don't need to buy them all at once. You could put aside \$10 a week for a few weeks to build up your spare cash, or buy an item or two of non-perishable foods.
- Keep your first aid kit and torch in your grab bag.
- Use your car radio or check if your neighbours have a radio.

so keep essential supplies such as a blanket, energy bars and hand sanitiser in the boot. Consider taking your grab bag with you when traveling, particularly if bad weather is predicted.

You may be stuck in your car during an emergency,

Keep some essential

supplies in your car

Keep up to date with weather and road information when planning your travel.



Plan your evacuation routes



Know how you will get to high ground

If your whare/home, school/kura, workplace/wāhi mahi, or any other place you frequently go is in a tsunami evacuation zone or at risk of flooding, plan your evacuation route to a safe location. Your evacuation route needs to take you out of the tsunami or flood zone or at least as far or as high inland (for tsunamis) as you can get, following the posted tsunami evacuation routes where present.

A safe location could be a friend or relative's whare/home, or any place where you can find refuge a short distance outside of the tsunami or flood evacuation zone.

Practise your tsunami hīkoi

A tsunami hīkoi is a walk that takes you along your tsunami evacuation route either inland or towards high ground.

Practise your tsunami evacuation route either by foot or by bicycle, in good and bad weather to help your muscle memory to kick in when tsunami happens.

If you are near the coast, you need to act immediately if you experience any of the following:

- Feel a strong earthquake that makes it hard to stand up, or a weak rolling earthquake that lasts a minute or more
- · See a sudden rise or fall in water level
- · Hear loud and unusual noises from the water. Move immediately to the nearest high ground or as far inland as you can, out of tsunami evacuation zones.

Do not wait for official warnings. Immediately follow the advice of any emergency warning. Do not wait for more messages before you act.



Know the emergency procedures and safe locations of your children's schools



Learn where you can go if you need to evacuate



Know where your closest Civil Defence Centres and Community Emergency Hubs are



Find out where your Civil Defence Centres and Community Emergency Hubs are located before an emergency.

In an emergency, check Auckland Emergency Management's social media, website and radio stations to learn which Civil Defence Centres and/or Community Emergency Hubs are open. See the section How to evacuate and where to go in this plan for more details.





Get your community ready for an emergency



Members of the <u>community</u> are often the first to help fellow residents in an emergency.

Auckland Emergency Management encourages all communities to come together and plan how to get ready and what to do if an emergency occurs in their area.

Some Auckland communities have created a Community Response (or Resilience) Plan to respond to a local emergency. These plans, as well as tips and templates on emergency response planning, are on Auckland Emergency Management's website.

Contact **aeminfo@aucklandcouncil.govt.nz** for help developing a Community Response Plan.

To help your community get ready for an emergency, think about:

- what resources the community has (e.g. places, spaces, assets, businesses, services, infrastructure, volunteer groups, community organisations).
- what hazards are a biggest risks for the community, and what areas are particularly vulnerable.
- how you can support your community for three days without government help (food and shelter).
- how will you communicate with each other (remembering that there may be power outages).
- who in your community may need more support in an emergency (e.g. culturally and linguistically diverse, tourists, babies/children, older people, people with disabilities).

Community event







Know your neighbours

Your neighbours are the closest people who can help you in an emergency.

Getting to know the people in your street is the first level of community support in an emergency. If you feel comfortable doing so, we recommend you:

- share contact details with your neighbours.
- tell your neighbours about your emergency plan and ask about theirs.
- find out who amongst your neighbours may be able to help you or may need your.
- create a network with four other people in your neighbourhood to share emergency resources and provide support.
- Local organisations, such as North Shore

 Neighbourhood Support, can help you get to know the people who live near to you.



Get your business ready for an emergency

To help your <u>business</u> or workplace get ready, think about:

- the risk to the business and its staff if it operates during an emergency
- creating a business continuity plan
- having basic supplies on hand
- getting to know the community around you.

Visit <u>Work Ready</u> for resources and tools that help businesses plan for an emergency and support their staff to know what to do.



Get ready for specific hazards

This section will support you and your whānau/family to understand how to get ready for different hazards.



Get ready for a major storm or flood

Go to the <u>Flood Viewer</u> to understand how flooding might impact your area and how to stay safe during floods.



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- Take photos of your rooms and outdoor areas, for insurance purposes.
- Move valuable and dangerous items, including electrical equipment and chemicals, as high above the floor as possible. Use watertight containers to store important items.
- Lift curtains, rugs and bedding off the floor.
- Bring inside or tie down anything that can be broken or picked up by strong winds or floods, such as outdoor furniture. If you have a trampoline, turn it upside down to minimise the surface area exposed to wind.
- Clear debris and leaves from external drains and gutters to prevent overflow or water damage in heavy rain.
- Remove any debris or loose items from around your property. Branches, firewood and other items may become dangerous in strong winds or cause blockages if your property floods.
- Move vehicles to higher ground.
- Moor boats securely or move them to a designated safe location.
- Use rope or chain to secure boat trailers. Use tie-downs to anchor a trailer to the ground or to a building.
- Sandbags can be used to divert water away from your property. Sandbags and fill material are available from hardware stores such as Bunnings or Mitre 10. They can be used to block doorways or to weigh-down manhole covers, garden furniture, and to block sink, toilet and bath drains to prevent water coming back up the outlet.



Sandbags

Sandbags require time and effort to fill and place, so they need to be used in advance of flooding to be effective, rather than during a **flood or a storm.** They also won't stop water coming up under a house through floorboards.

If you don't have sand, use a fine material such as soil and use pillowcases as makeshift sandbags.

Filling sandbags

- Fill bags with sand or any other fine material. Don't use gravel or rocky soils as they will let the water through.
- It's easiest if two people are involved one to hold the bag and the other to shovel the sand in.
- Only fill bags to two-thirds full. This gives the sand room to expand as it absorbs the water.
- Don't tie or seal the bag when you put it in place, fold the flap into a triangle and tuck it under the bag.



Stacking sandbags

- Clear any debris from the area where the bags will be stacked.
- Put a large sheet of heavy-duty plastic between the sandbags and the building or surface.
- Place your first row of sandbags lengthwise and flat to the ground, butting each end to the next, folding the open end of the sandbag underneath.
- Stack bags in layers like a brick wall, overlapping each row. Stack the second row of sandbags on top of the first, staggering the joints.
- Stamp bags firmly into place to eliminate gaps and create a tight seal.
- If more than three layers are required, place sandbags behind to support the wall of sandbags.

Disposing of sandbags

• Sandbags must be disposed of after use due to contamination risk. Take them to a waste transfer station in Auckland. The closest waste transfer station to the Devonport-Takapuna Local Board area is the North Shore Transfer Station located at 117 Rosedale Road, Pinehill.



-W Get ready for an earthquake

Get your whare/home ready for an earthquake by:

- sticking items onto shelves with Blu-Tack
- using strong materials for hanging pictures/ photo frames
- v putting restraints on TVs and heavy furniture.
- ✓ Identify safe spaces to Drop, Cover and Hold within your whare/home, school, work and other places you often visit. The safe space should be:
 - somewhere close to you, no more than a few steps away to avoid injury from flying debris
 - under a strong table with legs that you can hold on to, so it doesn't move
 - · away from windows that may shatter and cause injury
 - away from tall furniture that could fall on you
 - not in a doorway, most doorways are not stronger than any other parts of a building.
- Practise the Drop, Cover and Hold exercise at least twice a year so you remember what to do when an earthquake happens. A good time to do this is when the clocks change and remember to take part in ShakeOut, our national earthquake drill.



Get ready for a volcanic eruption

During ash fall from a volcano, you may need to remain indoors for several days.

- · Take steps to keep ash out of your indoor environment:
 - Close doors and windows, where possible.
 - If possible, seal up large gaps and spaces to the outdoors. For example, you could use tape and plastic sheeting, or rolled-up towels.
 - Try to set up a single entry/exit point for the building. Leave anu clothes or shoes covered in ash outside.
 - Do not use any appliances (e.g., air conditioners) which suck in air from the outside.
 - If the indoor environment is ashy, try to gently clean away the ash using damp cloths.
 - Don't use vacuum cleaners as they can blow out fine ash, back into the indoor space.
- If you are staying indoors for a long time:
 - Make sure that the indoor environment does not get too hot. If it gets too hot, consider evacuating.
 - Don't use cooking and heating stoves, or other appliances, which produce smoke.
 - Do not smoke cigarettes or other products.
- Do not use un-flued gas heaters, or use outdoor appliances such as gas patio heaters or barbecues, due to the risk of carbon monoxide poisoning.





Get ready for a wildfire

Embers can travel for more than two kilometres from a wildfire, igniting fire on properties not close to the wildfire.

Wildfire travels faster uphill, so properties on a steep slope, or at the crest of a hill, are at the greatest risk.

The following are simple steps to reduce the risk of wildfire impacting property.

- Create a 10-metre safety zone around your whare/home and other structures by:
 - clearing excess combustible materials and vegetation such as leaves, dead branches and stacks of firewood
 - keeping your lawns short
 - regularly clearing material from gutters spouting, and areas around decks
 - planting low flammability plants and trees which have moist supple leaves, little accumulation of dead wood and dry dead material within the plant, and low levels of sap.



Get ready for a pandemic

To get ready for a pandemic:

- Make a plan with whānau/family and friends that includes:
 - who will help with food and supplies if you and your household are ill
 - who will look after your extended whanau/family if they don't live nearby, for example, who could deliver groceries or meals to sick whānau/family members
 - who would look after your children/dependents if they need to stay at whare/home
 - how to check on friends, whānau/family and neighbours who might need help.
- Think about whether you could work from whare/home and what you would need to do this.
- Have contact numbers in an obvious place, such as on the fridge, for:
 - neighbours to call if you need help
 - your local doctor or health clinic/provider
 - Healthline (freephone: **0800 611 116**)
 - your workplace.
- Keep first aid kits up to date.
- Have a supply of food to last for at least a week.
- Have a supply of masks to help stop the spread of germs.
- Have tissues and plastic bags available for used tissues.
- Think about activities if you and your whanau/family have to stay at whare/home for more than a week (e.g. books, games and streaming services).

Response

What is response?

Response is the action taken immediately before, during or directly after an emergency that saves lives and protects property.

Why is response important?

The quicker we respond to events and the more coordinated the approach, the less the community will be impacted.

Working together in a coordinated way can save time and resources, which in turn, can save lives and money.

Roles in response - who does what?

Whānau & individuals

- · Check that whānau/family are safe. Use social media and text to free phone lines for emergency services.
- Check in with neighbours and offer support to each other.

Communities

- Contact Auckland Emergency Management regarding needs in the community.
- Set up Community Emergency Hubs.
- Connect with organisations that have trained volunteers to help meet community needs.

The Local Board

- · Identify high-level needs of the community and communicate this to Auckland Emergency Management.
- Direct community members towards the right place to get the support they need.
- · Act as a conduit for information as requested by the Emergency Coordination Centre.
- Facilitate and help the community work together.

Auckland Emergency Management

- · Monitor potential emergencies through the 24-hour Duty Team.
- · Activate the Emergency Coordination Centre to coordinate the response to an emergency.
- · Lead the coordination of response activities for geological, meteorological, and infrastructure hazards.
- Liaise with stakeholders and communities to prioritise response efforts.
- Set up Civil Defence Centres.

The Mayor & Auckland Council

- · If needed, the mayor declares a state of local emergency.
- The mayor is the principal spokesperson for an emergency to the public.
- · Auckland Council provide consistent and accurate information to communities and the media.
- · Council staff deployed from their normal roles as resouce for response effort.

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Steps to take in **Put your** family/whānau an emergency emergency **Household Plan** into action. **IF YOU ARE IF YOU ARE SAFE AT HOME UNSAFE AT HOME** If life is at risk dial 111.

- ✓ Use your emergency supplies.
- Stay informed through official sources:
 - AEM (1) (1)
 - NEMA (1) (1) (1)
 - Radio stations (RNZ, Newstalk, The Hits, MoreFM)
 - Met Service \$\emplises\$ \$\emplises\$ & app.
 - GeoNet () () & app.
- Check on your neighbours and others nearby.
- Stay connected to your whānau/family and friends.

Use text or social media, keep phones lines clear for people who need urgent assistance.

- Use your evacuation routes.
- If possible, stay with whānau/ family or friends who are safe. Or go to your closest Community Emergency Hub/Civil Defence Centre. Check radio stations or Auckland Emergency Management's website/social media to see what locations are open. (Telephone language interpreters are available at Civil Defence Centers).

Do not wait for emergency services to tell you to evacuate.

Figure 6: Steps to take in an emergency

Emergency information, updates & warnings

Either a solar or battery-powered radio, or your car radio can help keep you up to date with the latest news if the power goes out.

Local radio stations to listen to during an emergency include:

- Radio New Zealand 756 AM or 101.4 FM
- Newstalk ZB 894 FM
- The Hits 97.4 FM
- More FM 91.8 FM

• Radio Samoa 1593AM

- Radio Waatea 603AM
- Radio Spice 88FM • Humm 106.2FM
- Radio Tarana 1386AM
- Planet FM 104.6FM

Online sites for information

Auckland Emergency Management official channels







National Emergency Management official channels

- @NZCivilDefence
- @nzcivildefence
- civildefence.govt.nz

Other channels

- Our Auckland will have information on where to get support and other important information.
- New Zealand Transport Agency Waka Kotahi and **Auckland Transport** will provide updates on road closures.



Emergency Mobile Alerts

Emergency Mobile Alerts (EMAs) are emergency alerts sent by authorised agencies to mobile phones. The alerts provide immediate warning and are broadcast to all capable phones from targeted cell towers. You do not need to download an app.

EMAs are targeted to areas affected by serious hazards. They are only sent when there is a serious threat to life, health or property, and during annual tests.

The EMA will tell you what the emergency is, what to do and where to get further information.

Most phones manufactured after 2017 can receive an EMA.



Earthquake & Volcano information from GeoNet

GeoNet provides information on recent earthquakes and volcano activity around New Zealand.





Members of the public can receive earthquake and volcano notifications on their phone by installing the free GeoNet app and enabling notifications from the main menu. **geonet.org.nz**



Weather information from MetService / Te Ratonga Tirorangi

MetService is New Zealand's only authorised provider of severe weather watches and warnings.



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@MetService

Members of the public can receive severe weather watches and warning notifications on their phone by installing the free MetService app and enabling notifications from the main menu. You can also sign up for severe weather emails at

metservice.com/warnings/home#sign-up

Yellow Watch

A yellow weather watch is used when severe weather is possible, but not imminent or certain. It is a weather watch in that it is less severe compared to orange and red weather warnings.

Severe weather warnings for heavy rain, strong wind or heavy snow are classified into categories based on severity of the weather and recommended actions:

- Orange Warnings be prepared to take action
- Red Warnings act immediately.



Orange Warning - be prepared to take action

An orange weather warning is used when the forecast indicates bad weather will meet severe weather criteria. Be prepared to take action to minimise potential risk to people, animals and property.



Red Warning – act immediately

A red weather warning is reserved for only the most extreme weather where significant impact and disruption is expected, such as a tropical cyclone. Act immediately to protect people, animals and property from the impact of the weather.

Red weather warnings will most often be accompanied by advice and instructions from official authorities and emergency services.

How to evacuate and where to go



If it is not safe for you to stay in your whare/ home, get out immediately, you do not need to wait for an official notice to evacuate.

- · If you are experiencing a landslide, do not stop to pick up supplies, get out of your whare/ home immediately.
- If your whare/home is flooding, leave immediately.
- If you are told to evacuate, move immediately and follow official advice.
- Pick up your grab bag(s) if it is safe to do so.
- · Go to the place you have identified in your Household Plan. If possible, plan to stay with friends or whanau first. Otherwise, go to your closest open Community Emergency Hub or Civil Defence Centre for support. Check radio stations and Auckland Emergency Management's website or social media to see what locations are open.

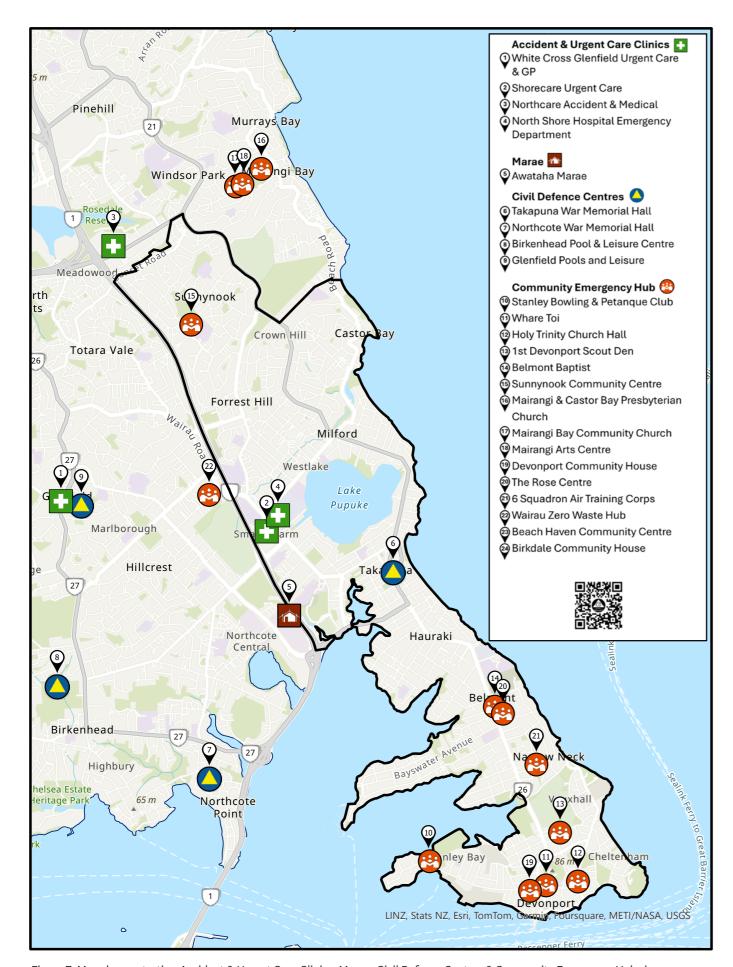


Figure 7: Map demonstrating Accident & Ugrent Care Clinics, Marae, Civil Defence Centres & Community Emergency Hubs in Devonport-Takapuna Local Board area and nearby areas.





Civil Defence Centres

Civil Defence Centres (CDCs) are opened based on community need and are equipped to provide affected people with a safe place to shelter and access essential support services.

Services can vary depending on the emergency, and may include provision of overnight shelter and access to welfare support agencies. Civil Defence Centres are managed by Auckland Emergency Management and staffed by central government agencies, welfare organisations and Auckland Council.

Auckland Emergency Management is currently reviewing the suitability of Civil Defence Centres across the whole rohe/region to ensure facilities are fit for purpose. Civil Defence Centres themselves may be impacted by an emergency, so it is important to check which is open before you go.

Potential Civil Defence Centres in the Devonport-Takapuna area

The location of Civil Defence Centres will be informed by the emergency and proximity of impacted communities. The following table provides a list of the potential Civil Defence Centres in the Devonport-Takapuna area, however other locations may be used. Radio stations and Auckland Emergency Management's website and social media pages will list where is open.

Check which location is open before going to a Civil Defence Centre

Location	Services provided	Accessibility	
Takapuna War Memorial Hall 3 Gibbons Road, Takapuna	shelterfoodaccess to information	accessible toiletwheelchair friendly	
Glenfield Pools and Leisure 73-77 Bentley Avenue, Glenfield	shelterfoodaccess to information	accessible toilet wheelchair friendly	
Birkenhead Pool and Leisure Centre 46 Mahara Avenue, Birkenhead	food access to information	accessible toilet wheelchair friendly	
Northcote War Memorial Hall 2 Rodney Road, Northcote Point	food access to information	accessible toiletwheelchair friendly	



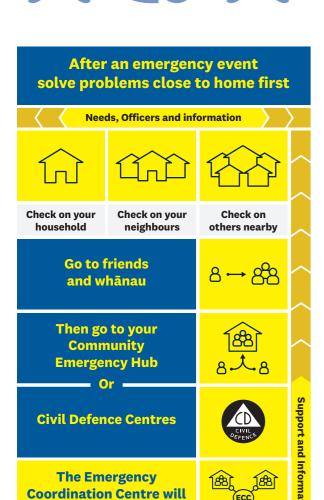
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Marae

Marae are a taonga and should be considered as such. They are an integral part of the community often going out of their way to respond to community needs when disaster strikes.

Marae in the Devonport-Takapuna area

Location	Contact details
Awataha Marae 58 Akoranga Drive, Northcote	awataha.co.nz facebook.com/awatahamarae
	info@awataha.co.nz
	0800 2928242 (0800 Awataha)





Community Emergency Hubs

Community Emergency Hubs (CEHs) are preidentified, community-led places that support local residents to coordinate efforts and help each other during and after an emergency.

Community Emergency Hubs are opened and operated by people within the community, not by official authorities, when there is desire for community action. This is often in the initial 24 to 36 hours of an emergency.

Auckland Emergency Management will train communities who wish to pre-identify a place for a Community Emergency Hub (such as a church, sports club or hall) to set it up and operate.

A Community Emergency Hub offers a place where people can meet, support and help each other to look after their community during an emergency.

Figure 8: Diagram demonstrating communications between individuals and whānau/family, communities and the Emergency Coordination Centre communities.

Potential Community Emergency Hubs in and around the Devonport-Takapuna area

*Please check if they are open before evacuating to these CEHs.

Support your activities

Location	Contact details
Sunnynook Community Centre 148 Sycamore Drive, Sunnynook	facebook.com/SunnynookCommunityCentre/?ref=embed_page office@sunnynookcomcentre.co.nz (09) 410 4902
Devonport Community House 32 Clarence Street, Devonport * Note: won't be used in a flood	facebook.com/CommunityDevonport info@devonportcomhouse.co.nz (09) 445 3068
The Rose Centre 4 School Road, Belmont	rosecentre.co.nz/contact-us facebook.com/rosecentre kiaora@rosecentre.co.nz (09) 445 9900
Belmont Baptist Church 168 Lake Road, Belmont	belmontbaptistnz.org facebook.com/belmontbaptistnz belmontbaptistchurch@xtra.co.nz
6 Squadron Air Training Corps 9 Achilles Crescent, Narrow Neck	6sqnatc.org.nz/about facebook.com/SixSquadron (09) 445 6668
1st Devonport Scout Den Allenby Avenue, Devonport	facebook.com/people/Devonport-Peninsula-Emergency-Support- Group/61556850430437 dpes@dpt.nz

Location	Contact details	
Holy Trinity Church Hall 20 Church Street, Devonport	facebook.com/people/Devonport-Peninsula-Emergency-Support- Group/61556850430437 dpes@dpt.nz	
Whare Toi 28 Clarence Street, Devonport	facebook.com/people/Devonport-Peninsula-Emergency-Support- Group/61556850430437 dpes@dpt.nz	
Stanley Bowling & Petanque Club 20 Stanley Point Road, Stanley Bay	facebook.com/people/Devonport-Peninsula-Emergency-Support- Group/61556850430437 dpes@dpt.nz	
Mairangi & Castor Bay Presbyterian Church 11 Hastings Road, Mairangi Bay	facebook.com/61551507774860	
Mairangi Bay Community Church 49 Maxwelton Drive, Mairangi Bay	facebook.com/61551507774860	
Mairangi Arts Centre 20 Hastings Road, Mairangi Bay	facebook.com/61551507774860	
Wairau Zero Waste Hub 9 Porana Road, Wairau Valley	localised.nz/our-enterprises/wairau-zero-waste-hub	
Beach Haven Community Centre 130 Beach Haven Road, Beach Haven	facebook.com/BirkdaleBeachHaven/?ref=embed_page birkdalebeachhaven.org.nz/beach-haven-community-house (09) 483 9942 houses@birkdalebeachhaven.org.nz	
Birkdale Community House 134 Birkdale Road, Birkdale	facebook.com/BirkdaleBeachHaven/?ref=embed_page birkdalebeachhaven.org.nz/beach-haven-community-house (09) 483 9942 houses@birkdalebeachhaven.org.nz	
Bayview Community Centre 72 Bayview Road, Bayview	facebook.com/bayviewcommunitycentre bayviewcentre.org.nz (09) 443 0231 office@bayviewcentre.org.nz	

The community groups, organisations and marae who assist with the community emergency response in the Devonport-Takapuna are:

- Devonport Peninsula Emergency Support Group
 - drive.google.com/file/d/1MmG1x14C09gITTpbaonDcJE6cZVp5v8A/view
 - facebook.com/people/Devonport-Peninsula-Emergency-Support-Group/61556850430437
- facebook.com/DevonportPeninsulaTrust
- dpes@dpt.nz

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- Sunnynook Community Centre
 - sunnynookcomcentre.co.nz
- facebook.com/SunnynookCommunityCentre
- Milford Residents Association
 - facebook.com/groups/2051203725183533

Interested in volunteering in an emergency?

There are many organisations where you can receive training and assist with an emergency response.

Community Emergency Hub and Community Response Group volunteers help their community set up and run Community Emergency Hubs and other community response initiatives. Contact your local Community Emergency Hub for more information on how to get involved.



New Zealand Response Team (NZRT) volunteers are qualified responders who assist in emergency services during emergencies. In Auckland, we

have three Response Teams who serve the wider Auckland community. NZ RT5 North Shore is based in Sunnynook. Email aeminfo@aucklandcouncil. **govt.nz** for more information.

Taskforce Kiwi deploys teams of suitably trained and experienced volunteers into the field before, during and after disasters, providing a variety of services to impacted communities, working alongside existing emergency management staff and volunteers. Go to taskforcekiwi.org/get-involved for more information.

Fire and Emergency New Zealand's volunteers

help communities prevent, prepare, respond and recover from emergencies. As well as firefighting, volunteers attend medical incidents, motor vehicle accidents, severe weather events and other requests for help. Go to fireandemergency.nz/volunteering for more information.

New Zealand Response Team swift water car rescue training.

Land Search and Rescue (LANDSAR) volunteers provide search and rescue assistance to the lost, missing and injured across New Zealand. Go to landsar.org.nz/volunteer-with-land-search-and-

rescu for more information.

Coastguard volunteers serve in different capacities depending on their skills, interests and other commitments. Most people who volunteer for Coastguard want to make their contribution out on the water, but there are also plenty of shorebased opportunities for volunteers to support their local community. Go to volunteers.coastguard.nz/ volunteer-roles for more information.

Surf Life Saving New Zealand volunteers lead beach and coastal safety, drowning prevention and rescue authority in Aotearoa. Go to surflifesaving. org.nz/join-us for more information.

Student Volunteer Army volunteers make tangible differences in the world every day - whether it's simply mowing a neighbour's lawn or taking action to reverse the effects of climate change. Through their work in crises across Aotearoa over the last decade, they have evolved to become leaders of second wave crisis response, helping communities recover after disaster. Go to volunteer.sva.org.nz for more information.

If you are not a volunteer with one of these organisations or another umbrella group, ask how you can support your neighbours. Organisations such as, Volunteering Auckland may have opportunities to assist communities during emergencies.



Recovery

What is recovery?

During recovery from an emergency, arrangements are made to address its impacts and consequences. The length of time varies for each recovery, which may be weeks, months or years depending on the emergency.

Community is at the centre of recovery and their values and priorities must be considered. This is done by:

- · supporting cultural and physical well-being of individuals and communities
- minimising the escalation of the consequences of the disaster
- · reducing future exposure to hazards and their associated risks
- · regenerating communities in ways that will meet future needs.

Why is recovery important?

The recovery process is about supporting people to rebuild their lives and restore their emotional, social, economic and physical wellbeing. It is more than simply building back infrastructure.6

Recovery can be an opportunity for positive change. Lessons can be learned, vulnerabilities reduced, and action can be taken to be more resilient in future emergency events.

Recovery is complex. Achieving a recovery's intended outcome requires communication, coordination, collaboration and time.

Roles in response - who does what?

Whānau & individuals

- Stay informed, share recovery information for those impacted, and find creative ways to support those who have been impacted.
- · Attend training, such as psychological first aid, to learn how to assist those that are struggling.

Communities

- Host events, such as coffee mornings, to foster continued connection.
- · Review and refine community response or resilience plans, identifying what did and what did not work, and what can be improved.

The Local Board

- · Contribute to local awareness and help identify problems and vulnerabilities.
- · Help set up support recovery efforts and ongoing recovery teams.
- · Provide political leadership and champion the issues the community is facing.

Auckland Emergency Management

- Undertake debriefs incorporating lessons learned into future work programmes.
- May lead a local recovery response.

Auckland Council

- If needed, establish a Recovery Office to coordinate recovery efforts.
- · Liaising with other recovery support agencies on behalf of communities.

⁶ National Emergency Management Agency. 2019. Recovery Preparedness and Management Director's Guideline for Civil Defence Emergency Management Groups.

Recovery tips



Stay Informed

Auckland Council's Our Auckland newsletter and website provide up to date recovery information and help you find out where to access resources and support. Go to ourauckland.aucklandcouncil.govt.nz



Medical help and advice

If life is at risk dial 111.

Contact your doctor or call Healthline on **0800 611 116** if you need medical help or are concerned about health issues.

Contact your health provider if you need help with whare/home support services.

Looking after your mental wellbeing is important. It's normal for you and your whanau to be upset and to feel drained during and after emergencies. For more help:

- Text or call 1737 to speak with a trained counsellor.
- Speak to a health professional such as your doctor or mental health provider.
- Use online resources including All Right allright.org.nz and He Waka Ora hewakaora.nz



🦳 Housing assistance

If you have had to evacuate your whare/home, only return if a building inspector or emergency services have said it is safe to do so.

If your house has received a red or yellow placard (sometimes called a sticker), the whare/homeowner will be contacted by a rapid building assessment case manager at Auckland Council. For more information go to aucklandcouncil.govt.nz/recoveryextreme-weather-disasters/recover-disaster/helpbuildings-land-compliance/Pages/rapid-buildingassessments.aspx

Tenancy Services has advice for tenants and landlords on what to do if your rental property is damaged in a disaster. Call **0800 836 262** (0800 TENANCY) or visit tenancy.govt.nz/maintenanceand-inspections/repairs-and-damages/what-to-doafter-a-natural-disaster

If you are a Kāinga Ora customer, contact your Housing Support Manager or call **0800 801 601**.

The Temporary Accommodation Support (TAS) offers temporary support for those displaced from their damaged homes, working towards returning home or finding a new place to live.

Call 0508 754 163 or visit tas.mbie.govt.nz



Financial assistance

The Ministry of Social Development may make Civil Defence Payments available after an emergency. You don't have to be on a benefit to qualify for a Civil Defence Payment or be a New Zealand resident. Call 0800 559 009 or visit workandincome.govt.nz/products/a-z-benefits/ civil-defence-payment.html



Insurance

Insurance policies vary according to the type of event, damage, and what is covered by a claim. Call your insurance company as soon as you know your property has been damaged.

Some insurers cover the cost of temporary accommodation if residents can't stay at whare/ home due to an emergency.

Take photos of damaged items as soon as possible for an insurance claim, and your insurance company may send an assessor to visit your property.

The New Zealand Claims Resolution Service provides free legal advice for people dealing with home insurance claims because of a disaster. Call 0508 624 327 or email contact@nzcrs.govt.nz.

The Natural Hazards Commission Toka Tū Ake provides advice on insurance claims for natural disaster damage. Call **0800 326 243** (0800 DAMAGE) or email info@naturalhazards.govt.nz.



To report a problem



Electricity and gas

If you can smell gas, dial 111 and ask for Fire, then call Vector on **0800 764 764**.

For outages and faults, go to Vector's website vector.co.nz/personal/outages-faults

You can also report outages to your own electricity provider.



(m) Internet

To report a problem with your broadband, contact Chorus on 0800 600 100. For internet outages go to chorus.co.nz/outages



Flooding

If life is at risk dial 111.

To report flooding, call Auckland Council on (09) 301 0101.

If flooding is on a highway or motorway, call the NZ Transport Agency | Waka Kotahi on (09) 969 9800.



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Water and wastewater

To report a problem, contact Watercare via Live Chat on their website watercare.co.nz or call (09) 442 2222 and press 1.

For outages or faults go to watercare.co.nz/ Faults-outages/Current-outages-and-upcomingshutdowns

If the sewage system is damaged, you may need to make an emergency toilet.

- To make an emergency toilet, use sturdy, watertight containers of 15 - 20 litres, such as a rubbish bin or an empty paint bucket, with a snug-fitting cover.
- · Line buckets with plastic bags.
- Pour a small amount of regular household disinfectant, such as bleach, into the container each time the toilet is used to reduce odour and germs. If no disinfectant is available, use dirt and dry materials.





Fallen trees or debris

To report fallen trees or debris, go to Auckland Council's 'Report a Problem' tool. aucklandcouncil.govt.nz/report-problem/Pages/ report-a-problem.aspx



To report an urgent State Highway issue, call NZ Transport Agency | Waka Kotahi on 0800 444 449

To report a non-urgent issue, go to nzta.govt.nz/contact-us/email-us/state-highwayissue-or-feedback

To report an urgent Auckland arterial road issue, call Auckland Transport on (09) 355 3553.

To report a non-urgent issue, go to Auckland Transport's website contact.at.govt.nz

Access NZ Transport Agency's | Waka Kotahi journey planner at journeys.nzta.govt.nz/journey**planner** to see disruption on State Highways.

Access Auckland Transport's roadworks and disruptions at at.govt.nz/projects-initiatives/ roadworks-and-disruptions to see disruption on arterial roads.



Security and crime

Do not put yourself in harm's way.

Unfortunately, emergencies can attract criminal activity.

To report a crime in progress, dial 111 and ask for police. Note the licence number if a vehicle is involved.



Disposal of waste

It is important to remove damp items from your whare/home as soon as possible for health reasons.

Take debris and damaged items to the closest waste transfer station. For the Devonport-Takapuna area, this is the North Shore Transfer Station located at 117 Rosedale Road in Pinehill. Call Auckland Council on (09) 301 0101 if you need advice.



Donations

If you would like to donate items to those in need, check Localised's website, to see what items they are able to accept during a disaster recovery.





References

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Auckland Emergency Management. 2023. Elected Members' Guide. Auckland, New Zealand. aucklandemergencymanagement.org.nz/media/ wxslin1a/20230804-aem-elected-membersguide_v1_rev2.pdf

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Ministry of Civil Defence and Emergency Management. 2019. National Disaster Resilience Strategy. Wellington, New Zealand. civildefence.govt.nz/assets/Uploads/documents/ publications/ndrs/National-Disaster-Resilience-

National Emergency Management Agency. 2024. Together we are all Civil Defence:

facebook.com/photo/

Strategy-10-April-2019.pdf

?fbid=811217734386190&set=a.309296027911699

Research and Evaluation Unit (RIMU), Auckland Council. 2019. 2018 Census Results Local board and special area information sheets. Auckland, New Zealand.

knowledgeauckland.org.nz/media/1181/aucklandarea-2018-census-info-sheets-all-local-boards.pdf

Appendix 1 - Useful Links

Introduction

- State of Emergency getready.govt.nz/en/ emergency/who-does-what-in-an-emergency
- National Framework civildefence.govt.nz/cdemsector/plans-and-strategies
- Tāmaki Makaurau Auckland Civil Defence Emergency Management Group Plan 2024-2029 aucklandemergencymanagement.org.nz/ media/1wbpk1si/aem-group-plan-2024-2029.pdf
- Devonport-Takapuna Local Board Plan 2023 aucklandcouncil.govt.nz/about-auckland-council/ how-auckland-council-works/local-boards/alllocal-boards/devonport-takapuna-local-board/ Documents/devonport-takapuna-local-boardplan-2023.pdf
- Community Response (Resilience) Plans aucklandemergencymanagement.org.nz/ community-ready#item2
- Household Plan aucklandemergencymanagement. org.nz/home-ready#item0
- **Business Continuity Plan** aucklandemergencymanagement.org.nz/workready#item2

Reduction

- · Auckland's Hazard Viewer aucklandcouncil.maps.arcgis. com/apps/MapSeries/index. html?appid=81aa3de13b114be9b529018ee3c649c8
- Reduce the risk of landslides aucklandcouncil.govt.nz/recovery-extremeweather-disasters/get-ready-disaster/Pages/ reduce-risk-landslides.aspx
- Reduce the risk of flooding aucklandcouncil.govt.nz/floodviewer aucklandcouncil.govt.nz/environment/lookingafter-aucklands-water/flooding-blockages/Pages/ prevent-flooding-blockages-on-property.aspx

Readiness

Home Ready (grab bags, household plans, essential supplies)

- · Auckland's Hazard Viewer aucklandcouncil.maps.arcgis. com/apps/MapSeries/index. html?appid=81aa3de13b114be9b529018ee3c649c8
- · Auckland Council's Flood Viewer experience.arcgis.com/experience/ cbde7f2134404f4d90adce5396a0a630
- Household Plan getready.govt.nz/en/prepared/household/ make-a-plan aucklandemergencymanagement.org.nz/homeready#item0
- getready.govt.nz/prepared/resources
- · High Rise Building (Apartment) Ready wremo.nz/get-ready/home-ready/high-rise-buildings
- For people with disabilities or older persons:
- Auckland Emergency Management Resources aucklandemergencymanagement.org.nz/resources
- Advice for Disabled People (NEMA) getready.govt.nz/en/prepared/advice-for-disabledpeople/deaf-or-hard-of-hearing
- Audio, Large Print and Easy Read getready.govt.nz/en/alternate-formats/audio (or call the Telephone Information Service by dialling 09 302 3344 menu option 4116.)
- Taikura Trust (for those under 65): 0800 824 5872 | taikura.org.nz

block

- Whaikaha Ministry of Disabled People: **0800 566** 601 | Text 4206 | contact@whaikaha.govt.nz
- Te Whatu Ora (for older persons). Access this support through your GP or whanau/family doctor.
- · Preparing Animals for Emergencies: mpi.govt.nz/animals/animal-welfare/animalwelfareemergency-management/preparing-animalsfor-emergencies Lifestyle Block Ready (AEM) aucklandemergencymanagement.org.nz/lifestyle-

- Emergency Supplies aucklandemergencymanagement.org.nz/homeready#item1
- Grab bags aucklandemergencymanagement.org.nz/homeready#item2
- Emergency information in different languages: ethniccommunities.govt.nz/resources/videos/ emergency-preparedness-and-response aucklandemergencymanagement.org.nz/resources
- getready.govt.nz/en/prepared *change language in top left corner

Community Ready

- Community Ready (AEM): aucklandemergencymanagement.org.nz/ community-ready
- Community Response [Resilience] Plan templates aucklandemergencymanagement.org.nz/ community-ready#item2
- Community Response [Resilience] Plans/Local Board Response & Readiness Plans aucklandemergencymanagement.org.nz/aucklandemergency-management/local-boards
- · North Shore Neighbourhood Support neighbourhoodsupport.co.nz/member/ neighbourhood-support-north-shore
- Resilient Auckland North: Community Plans resilientaucklandnorth.org.nz/community-plans
- Devonport Peninsula Emergency Readiness Plan drive.google.com/file/d/1MmG1x14C09gITTpbaonD cJE6cZVp5v8A/view

Work Ready (Businesses)

- Work Ready (AEM) aucklandemergencymanagement.org.nz/workready
- Work Ready (NEMA) getready.govt.nz/en/prepared/work
- · Business: business.govt.nz/risks-and-operations/planningfor-the-unexpected-bcp/emergency-planning-for**businesses**

Hazard Ready

- Flood Viewer aucklandcouncil.govt.nz/floodviewer
- Make Your Home Safer getready.govt.nz/en/ prepared/household/make-your-home-safer
- Drop Cover and Hold getready.govt.nz/en/ emergency/earthquakes/drop-cover-hold
- Shake Out getready.govt.nz/en/involved/shakeout
- · Protection from breathing ash ivhhn.org/ash-protection
- Protect yourself from breathing volcanic ash ivhhn.org/ash-protection

Response

- State of Emergency getready.govt.nz/en/ emergency/who-does-what-in-an-emergency
- Radio New Zealand rnz.co.nz
- Newstalk ZB newstalkzb.co.nz
- The Hits thehits.co.nz
- More FM morefm.co.nz/home.html
- Radio Samoa radiosamoa.co.nz
- Radio Waatea waateanews.com/listen-online
- Humm FM hummfm.com
- Radio Spice radio.org.nz/spice
- Radio Tarana radio.org.nz/tarana
- Planet FM planetaudio.org.nz
- Facebook (AEM) facebook.com/aklcdem
- X [previously Twitter] (AEM) twitter.com/AucklandCDEM
- Auckland Emergency Management website aucklandemergencymanagement.org.nz
- Facebook (NEMA) facebook.com/NZCivilDefence
- X [previously Twitter] (NEMA) twitter.com/NZcivildefence
- NEMA's Get Ready website getready.govt.nz/en
- · Our Auckland Council ourauckland.aucklandcouncil.govt.nz
- · Waka Kotahi nzta.govt.nz/traffic-and-travel-information

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- Auckland Transport at.govt.nz/projects-roadworks/ roadworks-and-disruptions
- Safe Swim safeswim.org.nz
- Emergency Mobile Alert getready.govt.nz/en/ prepared/stay-informed/emergency-mobile-alert
- GeoNet geonet.org.nz | facebook.com/geonetnz
- Met Service metservice.com facebook.com/MetService

Volunteer Organisations

- Auckland Emergency Management Response Teams aucklandemergencymanagement.org.nz/getinvolved/auckland-response-team
- Taskforce Kiwi taskforcekiwi.org/get-involved
- FENZ fireandemergency.nz/volunteering
- LandSAR landsar.org.nz/volunteer-with-landsearch-and-rescue
- · Coastguard volunteers.coastguard.nz/currentvacancies
- Surf Life Saving NZ surflifesaving.org.nz/join-us/ become-a-surf-lifeguard
- Student Volunteer Army facebook.com/StudentVolunteerArmy
- Volunteering Auckland volunteeringauckland.org.nz

Recovery

- Our Auckland ourauckland.aucklandcouncil.govt.nz
- Wellbeing support
- Te Whatu Ora info.health.nz All Right allright.org.nz/coping-tough-times He Waka Ora hewakaora.nz
- Vector vector.co.nz/personal/outages-faults
- Chorus chorus.co.nz/outages
- Watercare watercare.co.nz/Faults-outages/Currentoutages-and-upcoming-shutdowns
- Fallen trees or debris aucklandcouncil.govt.nz/ report-problem/Pages/report-a-problem.aspx
- Roads Auckland Transport at.govt.nz/projects-roadworks/road-worksdisruptions
- · Waka Kotahi nzta.govt.nz/traffic-and-travel-information

- Emergency toilets tewhatuora.govt.nz/our-health-system/ environmental-health/environmental-health-inemergencies/during-an-emergency/making-atemporary-toilet-or-long-drop
- Placards (stickers) aucklandcouncil.govt.nz/recovery-extremeweather-disasters/recover-disaster/helpbuildings-land-compliance/Pages/placardsissued-properties-after-natural-disaster.aspx aucklandcouncil.govt.nz/recovery-extremeweather-disasters/recover-disaster/helpbuildings-land-compliance/Pages/rapid-buildingassessments.aspx
- Tenancy Services tenancy.govt.nz/maintenance-and-inspections/ repairs-and-damages/what-to-do-after-anatural-disaster
- Kāinga Ora kaingaora.govt.nz/en_NZ/tenantsand-communities/support-for-customersimpacted-by-a-natural-disaster
- Temporary Accommodation Support (TAS) tas.mbie.govt.nz
- Work and Income workandincome.govt.nz
- New Zealand Claims Resolution Service nzcrs.govt.nz
- The Natural Hazards Commission Toka Tū Ake Factsheets naturalhazards.govt.nz/ourpublications/information-about-eqcover-claimsfor-storm-flood-and-landslip-damage
- Localised localised.nz/our-enterprises/wairauzero-waste-hub

Emergency Services

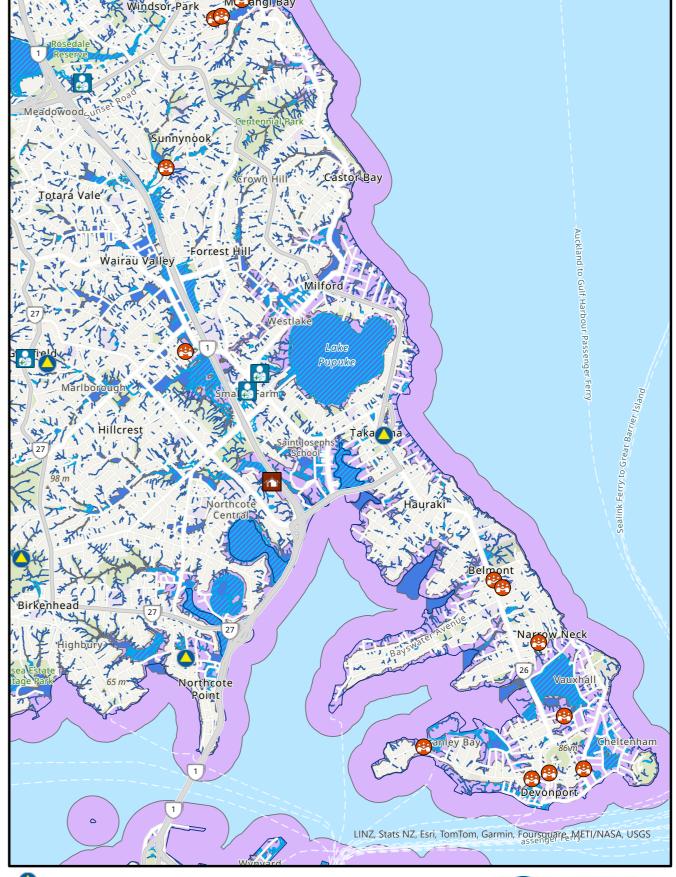
If life is at risk dial 111.

For information and updates visit:

NZ Police	police.govt.nz	
Fire and	fireandemergency.nz	
Emergency NZ	checkitsalright.nz	
St John	stjohn.org.nz	
Coastguard Marine	coastguard.nz/boating-safely/	
Assistance	in-an-emergency	

Appendix 2 - Maps

Devonport-Takapuna Flood and Coastal Inundation Map



Accident & Urgent Care

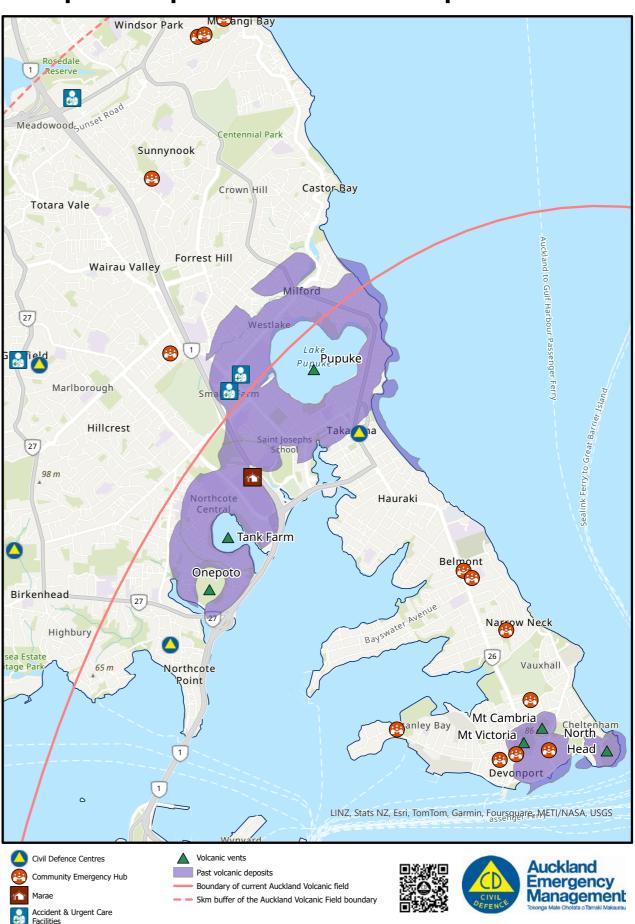








Devonport-Takapuna Volcanic Hazard Map

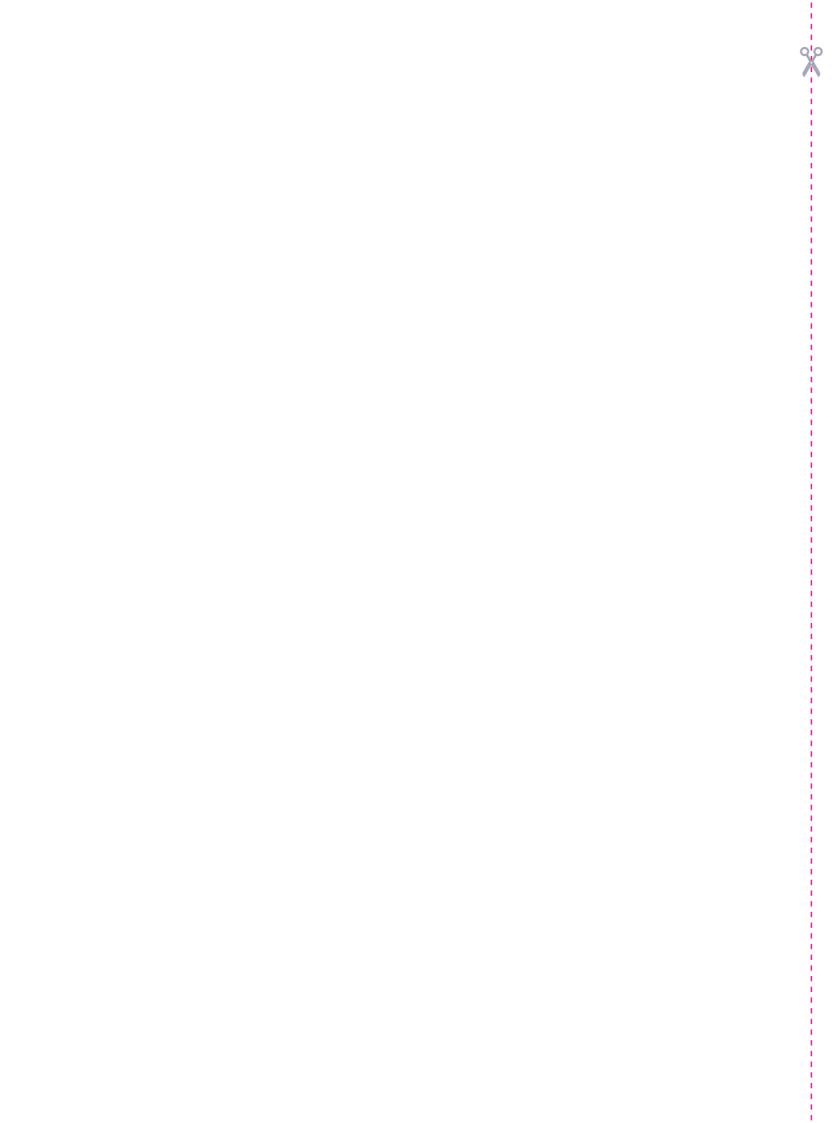


 $\textit{Volcanic vents show the known locations centres of currently identified Auckland \textit{Volcanic Field eruptions}}.$

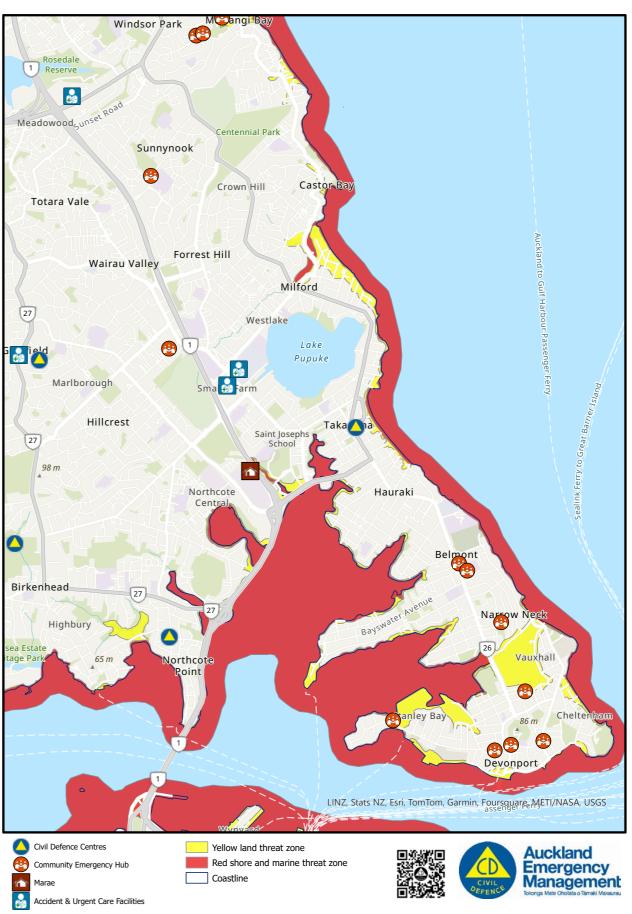
Existing volcanic deposits show the current mapped extent of the rocks, thick ash and lava flows associated with the vents of the Auckland Volcanic Field.

Current Auckland Volcanic Field boundary shows the current extent of eruption sites, and marks the area where scientists believe the next eruption within the Auckland Volcanic Field is most likely to occur.

5 km buffer of Auckland Volcanic Field boundary takes into account the uncertainty around the extent of the Auckland Volcanic Field.



Devonport-Takapuna Tsunami Evacuation Zone Map



Red is a shore and marine threat zone: This includes the shore and adjacent low-lying areas most likely to be affected by a tsunami. You should avoid this area following any tsunami alert for the Auckland rohe/region until you are told it is safe to return.

Yellow is a land threat zone and is the area that would need to be evacuated. You should evacuate this area if directed, or if you notice any natural warnings, until you are told it is safe to return.

Devonport-Takapuna Local Board Emergency Readiness and Response Plan

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Memorandum Date (26/09/2024)

To: Puketāpapa Local Board

Subject: Puketāpapa Emergency Readiness and Response Plan

From: Ben Gordon, Senior Community Planning and Readiness Advisor, Auckland

Emergency Management

Contact information: ben.gordon@aucklandcouncil.govt.nz

Purpose

1 To present the final draft Puketāpapa Local Board Emergency Readiness and Response Plan, and proposed launch strategy.

Summary

- (i) The Puketāpapa Local Board supported the development of the Local Board Emergency Readiness and Response Plan at a workshop on 4 May 2024.
- (ii) The purpose of the plan is to provide information for people living and working in Puketāpapa to assist them prepare for emergencies, provide information on what to do and where to go during an emergency, and identify localised hazards and procedures specific to the Puketāpapa local board area.
- (iii) The Auckland Council Demographic Panels (Ethnic Communities, Pacific Peoples, Youth, Seniors, Disability and Rainbow Communities) and a number of community groups have provided feedback on the draft plan which has been incorporated into the final draft.
- (iv) The finalised draft Emergency Readiness and Response Plan will be recommended for adoption at a business meeting on 5 December 2024. Following adoption the plan will be uploaded onto the Puketāpapa plans, agreements and reports webpage, with a link on the Auckland Emergency Management website.
- (v) A public launch of the plan will be held over February and March 2025, once all local board plans have been adopted. The hard launch will include promoting the plans in traditional media, social media platforms, and hard copy.

Context

- 2 Two workshops have been undertaken with the local board during the development of the Emergency Readiness and Response (ER&R) Plan. Workshop one, held on 4 May 2024, was an introduction to the ER&R Plan and agreed the development process and timeframes. Workshop two, held on 4 July 2024, sought feedback on the draft plan with a specific focus on localised hazards, provisional Civil Defence Centres and potential Community Emergency Hubs. The local board also provided suggestions on community groups to engage with to seek feedback into the plan.
- 3 A working group was established to assist with providing input and feedback on the ER&R Plan during the drafting stage. The working group consisted of representatives from the local board, Local Board Services, Connected Communities and Auckland Emergency Management (AEM) and met two times during the development of the plan, 30 May 2024 and 12 June 2024.

Discussion

Summary of feedback from the working group and Local Board workshops

- 4 Feedback received at workshops and through the working group included emphasising the hazards specific to Puketāpapa in the 'Summary' with a focus on 'be prepared and ready', given the extent the area and community were impacted by the 2023 weather events. The working group discussed ensuring the plan was accessible, given the diversity of the area, with easy to interpret visuals and graphics. Further feedback received was on the future engagement of AEM with community groups to support skills and development so they can reach a point of being able to step-up to becoming Community Emergency Hubs.
- 5 Civil Defence Centre feedback has been gathered regarding current and possible future locations within the Puketāpapa local board area and will be fed into the wider review of Civil Defence Centres currently underway by AEM to build better response capacity for the community.

Summary of feedback from community groups

- Over the period July-August 2024, the Senior Community Planning and Readiness Advisor has engaged with community groups (listed below), as recommended by the local board in workshop two. Working with the Puketāpapa Community Broker and Auckland Council's Recovery Office the Senior Community Planning and Readiness Advisor has been able to further connect with interested groups and people with lived experiences of the 2023 severe weather events. The purpose of engaging the recommended community groups was to seek feedback and input into the ER&R Plan to ensure the plan meets the needs of the local community and to ensure specific needs of the Puketāpapa local board area are addressed. The identified groups have expressed interest in becoming a potential Community Emergency Hub, in the future.
 - Acts of Kindness Roskill (ARK)
 - Masjid-e-Umar (Mount Roskill Islamic Trust)
 - St John's Presbyterian Church
 - Roskill South Hub
 - Global Hope Mission
- 7 The feedback from the community groups was overall positive and supportive, with discussion focused on building the capacity to grow the support groups can provide to the local community.
 - The Imam of Umar Mosque was presented with the draft plan and was pleased to have Umar Mosque included as a Community Emergency Hub.
 - ARK have indicated that at first look the final draft of the plan 'looks great'. There is a want for continued collaboration with AEM in fostering high-value partnerships with businesses, churches, and agencies to support ARK's vital functions in supporting the community. Alongside having Wesley Primary School as one of the Community Emergency Hubs, ARK will work with AEM and the local board to support an additional five locations within the ARK network to hold civil defence survival kits and first aid kits.
 - St John's would like the new church to be used more than a Community Emergency Hub.
 They have suggested working with AEM to develop and use the site for a backup Incident Control Point or Emergency Communications Hub.
 - Global Hope Missions, whose kaupapa is youth focused, had positive feedback around the CEH being the place community can come together during an emergency. They also provided feedback around the need for future training within the community. This could go hand-in-hand with the Emergency Readiness and Response Plan and community hubs, empowering groups including youth.
 - The Senior Community Planning and Readiness advisor also connected with Roskill South Hub who were interested in looking for funding to have a key person from within the

community being able to take a lead role in supporting the implementation of the plan to encourage greater community-led readiness.

Summary of feedback from the Auckland Council demographic panels

- Over June and July, Auckland Emergency Management presented a draft ER&R Plan for the six Auckland Council demographic panels which represent Ethnic Communities, Pacific Peoples, Youth, Seniors, Disability and Rainbow Communities. Feedback centred around:
 - Communication of the plan post-adoption
 - Images within the plan to be representative of Auckland's diversity
 - Training opportunities for Community Emergency Hubs to be inclusive of diversity
 - The plans being condensed
 - Including advice for apartment dwellers
 - Diverse life experiences and input from one panel is also relevant to circumstances of other communities.
- Particular attention has been given to making the ER&R Plans representative of Auckland's diverse communities as a result of the feedback received. This includes ensuring that images are inclusive and representative, that the plan is concise and accompanied by easier to read summary documents and fact sheets. Separate to the ER&R Plan Auckland Emergency Management is developing guidance for apartment dwellers and will build inclusiveness into future Community Emergency Hub guidance documentation.

Final draft Emergency Readiness and Response Plan

- 10 As a result of all feedback received, the layout of the ER&R Plan has two 'pull out' sections in the front and back of the plan. The front pull-out section holds critical information such as key contacts, how to keep up updated on emergency information, where to go if you need to evacuate and tips on how to get ready for an emergency. The back pull-out section has hazard factsheets on power outages, flooding, severe storms, thunderstorms and tornados, landslides, earthquakes, tsunami, pandemic, wildfire, and volcanic eruption.
- 11 The body of the plan has been crafted around the 4Rs of Emergency Management: reduction, readiness, response and recovery. Each section provides an outline of the roles we all play as whānau & individuals, communities, local boards, Auckland Emergency Management and Auckland Council, and how we all work together as Civil Defence.
- 12 To ensure that the plan is reflective of the local context, the plan discusses the hazards specific to Puketāpapa, including past events, local radio stations, and identifies local Community Emergency Hubs and the potential Civil Defence Centre location.
- 13 The final draft text of the Puketāpapa Local Board ER&R Plan is at Attachment 1. Included at Attachment 2 is the final design proofs received for the Devonport-Takapuna Local Board, which the Puketāpapa Local Board ER&R Plan will mirror in design.

Future updates/maintenance of Emergency Readiness and Response Plan

14 the ER&R Plan is a new Local Board and community resource, the Community Planning and Readiness Team will conduct a first review of the ER&R Plan as part of the FY25/26 Local Board work programme. Whilst much of the content within the plan will remain unchanged, the initial review is a good opportunity to update any changes to contact information or identified Civil Defence Centre and/ or Community Emergency Hub locations. Following this initial review, reviews will then occur on a three yearly basis (or as required) to align with the Local Board Plan cycle.

Launch strategy for plans

15 A two stage launch strategy is proposed for the release of the ER&R Plan. The two stages include a 'soft launch' post ER&R Plan adoption at the 5 December Local Board Business meeting, and a full, public launch commencing February 2025. The two-stage launch strategy allows for a celebration and acknowledgement of the completion of the plan with those closely involved in its development, whilst allowing time for the printing and publication of the Plan and supporting promotional documentation, the preparation of translated and accessible versions of the documents, and the organising of any public events to support a more fulsome public launch.

Soft Launch (post adoption)

- 16 Once the ER&R plans have been adopted at the 5 December Business Meeting, Auckland Emergency Management will provide support to each local board to release their ER&R plans. Activities that will occur include:
 - Joint acknowledgement from Local Board and Auckland Emergency Management to the community groups, businesses and members of the community who have been involved in the development of the plans.
 - Uploading of the ER&R Plan and associated documents to Local Board website with links to AEM website.
 - AEM and Local Board communications teams to work together to share the ER&R Plan on Local Board social media platforms.
 - AEM support for proactive local media where requested.
 - Provision of a printed copy (through a fast track, limited print run) of the ER&R Plan to key community groups, with a particular focus of those involved in the development of the document. Messaging to use on social media can be provided.

Public launch (February and March 2025)

- 17 A comprehensive public launch will take place over February and March 2025. The public launch of the ER&R Plan will involve:
 - AEM and Local Board to receive bulk print order of ER&R plans, fact sheets and promotional posters, including translated documents.
 - Social media campaign across the Auckland Emergency Management and Auckland council social media (Facebook and X (formerly Twitter)) pages, tagging each local board in these posts.
 - Proactive media interviews across different radio and news programmes including targeted diverse and multi-lingual radio promotion.
 - Print media, newspapers, Our Auckland and local media newsprint where appropriate.

Next steps

- 18 Senior Advisor Community Planning and Readiness to finalise the draft plan and recommend for adoption at a business meeting on 5 December 2024.
- 19 December 2024 Following the recommended adoption of the ERR Plan, soft launch activities will commence as per launch strategy.
- 20 February/March 2025 Full, public launch activities commence as per launch strategy.

Attachment 1: Final draft Puketāpapa Local Board Emergency Readiness and Response Plan **Attachment 2**: Design proof of Devonport-Takapuna Local Board ER&R Plan





Local Board Annual Planning

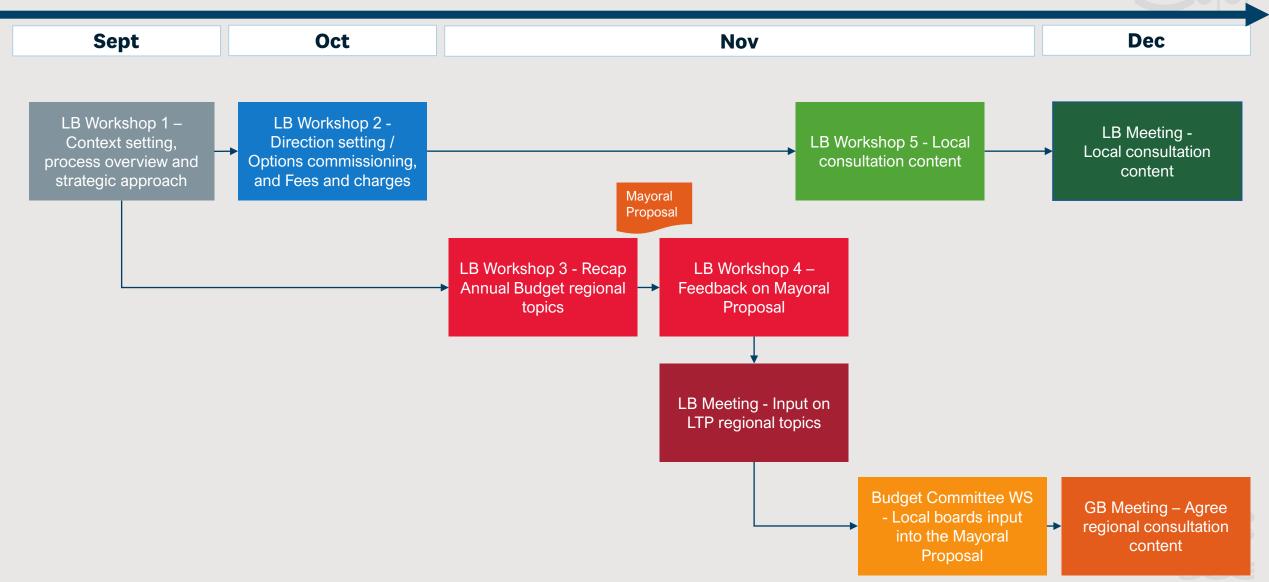
Input into regional Annual Budget

Local board agreements

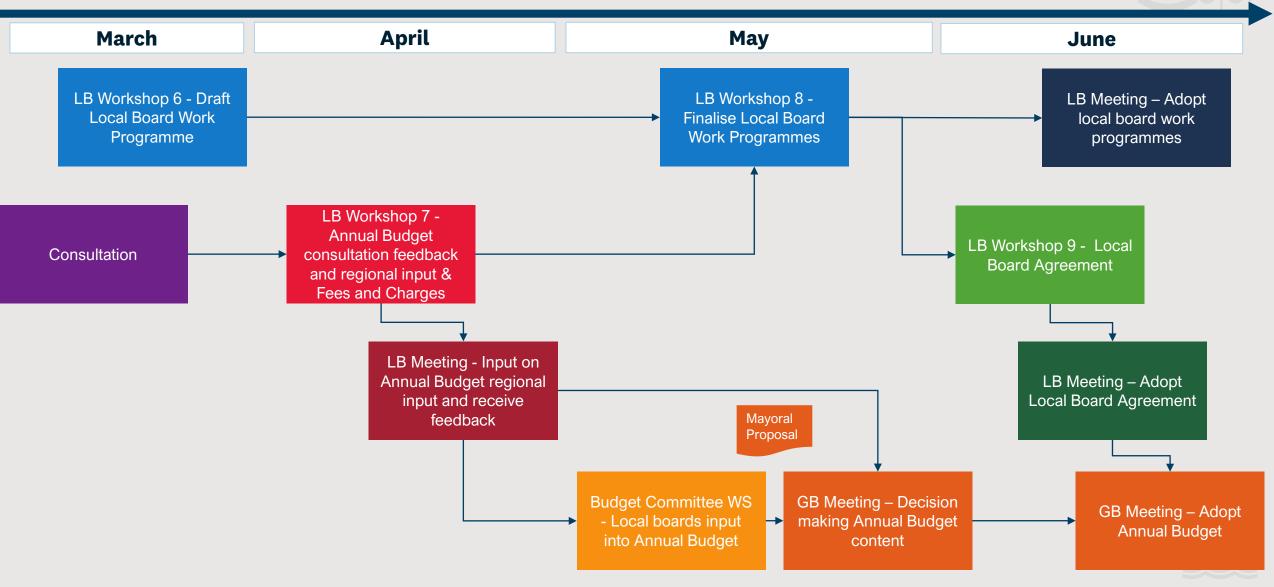
Local board work programmes



Timeline (first half)



Timeline (second half)



Annual Budget 2025/2026



Mayoral and Councillor Direction

Key message: Continue the progress made in the Long-term Plan 2024-2034

Specific advice areas:

- CCO Reform
- Major Events Funding
- Planning & Paying for Growth



Overall budget approved through the LTP

	2024/2025	2025/2026	2026/2027
Capital Investment	\$4.3 b	\$4.2 b	\$4.1 b
Operating expenditure	\$6.1b	\$6.5b	\$6.8b
Average residential rates increase	6.8%	5.8%	7.9%



Next steps

- 1. Local Board Annual Planning (LBAP) workshop 2 (October)
 - The local board share their strategic direction with delivery staff
 - Delivery staff present additional ideas for investment
 - The local board commissions staff to investigate and provide advice/options in the new year
- 2. Local board consultation content is drafted based on LBAP workshop 2 and workshopped at LBAP workshop 5
- 3. A recap of Annual Budget regional topics will be workshopped at LBAP workshop 3, and the Mayoral Proposal will be workshopped at LBAP workshop 4.



Census data update

The population of the Puketāpapa Local Board area dropped a little between 2018 and 2023. There are interesting ethnicity population changes to note. The majority identifies as Asian communities are the next populous yet is 24.9% lower.

Middle Eastern/Latin American/African and Asian are the fastest growing populations.

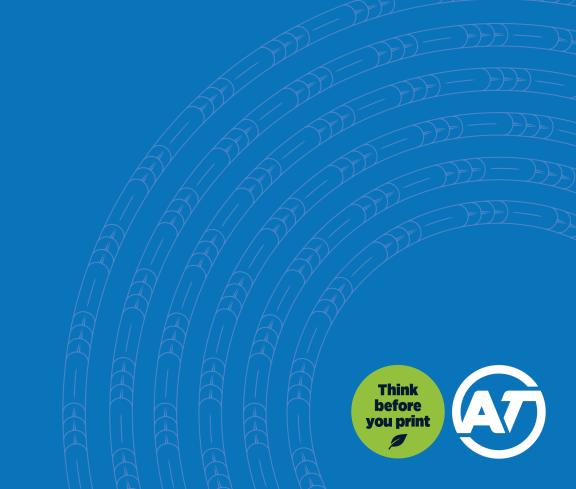
	Asian	European	Pacific peoples	Māori	Middle Eastern/Latin American/African	Other	Total people
Puketāpapa	28,701 (50.4%)	18,261 (32.1%)	8,931 (15.7%)	3,795 (6.7%)	2,610 (4.6%)	414 (0.7%)	56,949
Change since 2018 Census	1.5% (from 28,266)	-5.7% (from 18,356)	1.8% (from 8,775)	9.6% (from 3,462)	20.7% (from 2,163)	-18.8% (from 711)	57,555





AT Update to Puketāpapa Local Board

Thursday, 26 September 2024



Topics we will cover today

1. Puketāpapa Local Board - Footpath Condition Assessment discussion with

Peter Scott, Auckland Transport

- 2. **Update on Kokiri projects -** Jennifer Fraser, Elected Member Relationship Partner
 - Frost Road Shared Path (collaborate)
 - Hillsborough Bus Layover & Driver Rest Facilities (inform)
 - Mt Albert Road (Marcellin College) pedestrian crossing safety improvement refer memo dated 26 August 2024 (inform)
 - Richardson Road Bus Stop upgrade project (collaborate)
 - Denbigh Avenue / Dominion Road roundabout (advocacy)
 - Stamford Park Road/Rainford Street safety improvement project (inform)





Puketapapa Local Board – Footpath Condition Assessment

By Peter Scott



Purpose

- Puketapapa Local Board request.
- Report on footpath condition assessment on main reginal and arterial routes.
- Report on footpath condition grading and update on all footpaths all mode users.
- Report on latest footpath inspection and condition assessment data to understand the footpath condition.
- Report on budget issues.
- Provide conclusions and recommendations.



Scope

- Review the latest 2023/24 regional footpath condition data at Local Board level.
- Review footpath condition for Central Local Boards to understand the overall footpath condition.
- Review Puketapapa Local Board footpath condition.
- Review the current 2023/24 footpath condition against 2020/21 survey results to understand whether the footpath condition have improved or deteriorated further.
- Review the Puketapapa Local Board main regional and arterial footpath condition.
- Provide conclusions and recommendations based on the footpath assessment.



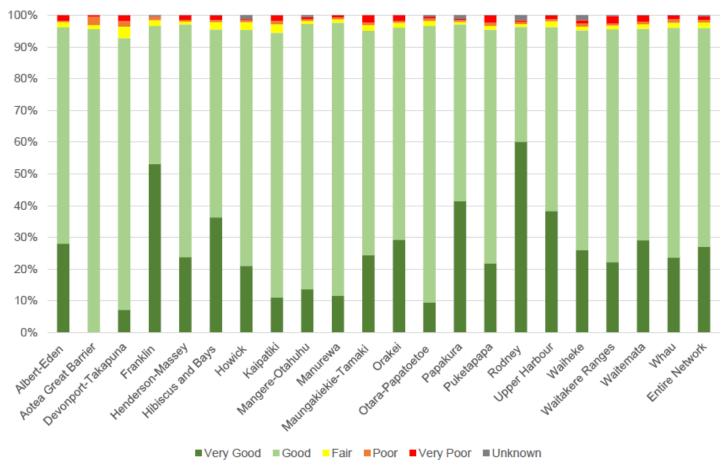
Condition Grading/FWP Criteria – Based on AMP / NZTA / Legacy Council

Excellent	
Good	•
Average	0
Poor	•
Very poor	•

- Very good no work required
- 2. Good overall condition only faults / minor maintenance required
- Average condition no major renewal work for next 10 years.
- Poor condition renewal required in next 3 5 years
- Very poor condition renewal required in next 1 -2 years.



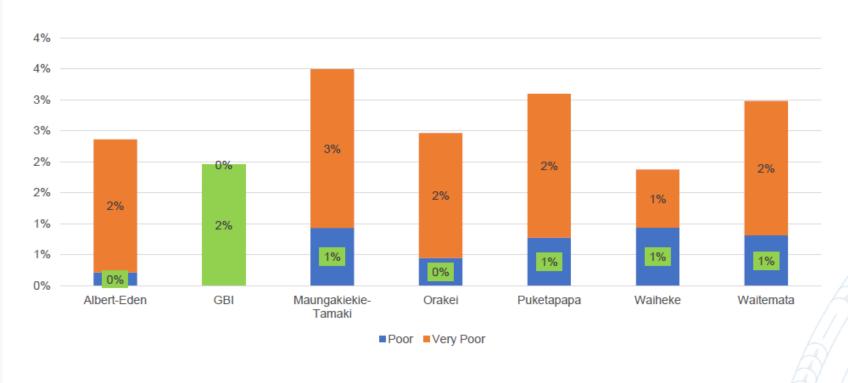
Regional Footpath Condition by Local Board



- Auckland region footpath and cyclepath covers 8,153 km of network length.
- In 2023/24, footpath inspection and condition assessment was carried for Central and West network. Similarly, in 2024/25, North and South network will be inspected and assessed.
- Based on the latest footpath condition data, 27% of the regional footpaths are in very good condition, followed by 68% in good condition, 73% in fair/average condition, 1% in poor and 2% in very poor condition.



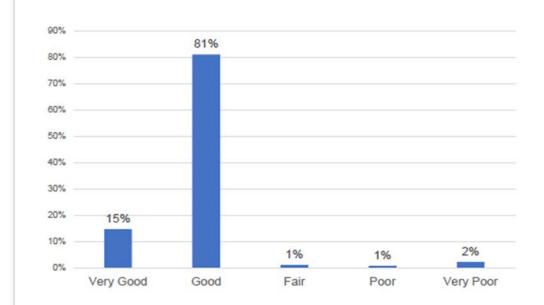
Central Isthmus (legacy ACC area) Local Boards Poor and Very Poor Condition



- Maungakiekie Tamaki LB has the highest poor and very poor condition (4%) followed by Waitemata, Puketapapa (3%) and Albert-Eden, GBI, Orakei and Waiheke local board (2%).
- Very poor grade footpaths that are unsafe and pose high safety risk to customer are prioritised for maintenance and renewal works.
- Poor and very poor footpaths more than 10m length will be programmed for renewal based on budget availability.



Puketapapa Local Board Footpath Condition

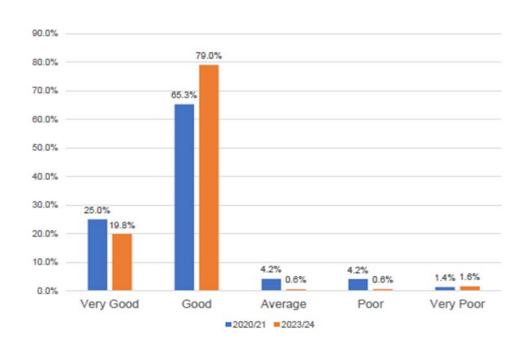


- I5% of footpaths in Puketapapa local board are in very good condition.
- 81% footpaths are in good condition.
- 1% in Fair/average condition
- 1% in poor condition
- · 2% in very poor condition.
- Over all 97% of footpaths in this local board are in very good to average condition.
- Similar to the regional condition assessment.





Regional/Arterial Footpath Condition Comparison - Puketapapa Local Board

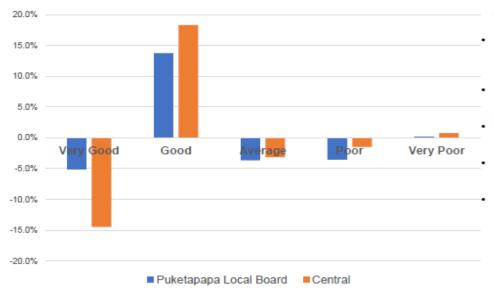


- 100% Footpath condition assessment was carried out in regional and arterial footpaths at Puketapapa Local Board in 2020/21 and again on 2023/24.
- Compared to 2020/21, excellent condition (Grade-1) of the footpath dropped by 5.2% in 2023/24.
- Compared to 2020/21, good condition (Grade-2) increased by 13.8% in 2023/24. Indicating improvement in footpath condition.
- Compared to 2020/21, average condition (Grade-3) decreased by 3.7% in 2023/24.
- Compared to 2020/21, poor condition (Grade-4) decreased by 3.6% in 2023/24. Indicating improvement in footpath condition.
- Compared to 2020/21, very poor condition (Grade-5) increased by 0.2% in 2023/24. Marginal deterioration in footpath condition.
- Compared to 2020/21, poor and very poor combined condition grade has decreased in 2023/24 from 5.5% to 2.2%. This indicates that the regional and arterial footpaths renewal area are targeted at the right time and right location with an overall improvement 3.3%.





Puketapapa LB vs Central isthmus Change in Footpath Condition in Past 3-Years

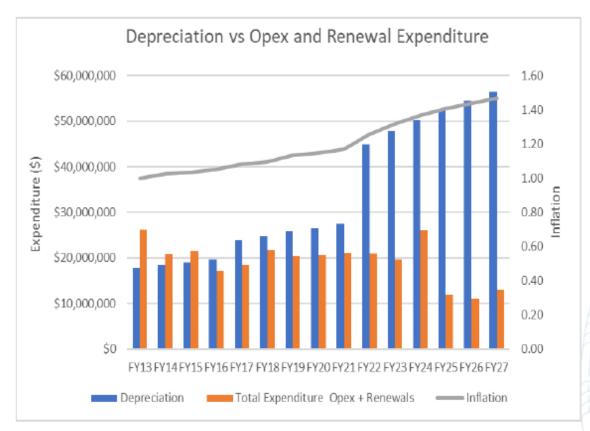


- A comparison of change in footpath condition between the Central isthmus area and the Puketapapa LB over the past 3 years is as follows.
- Footpaths in Very Good Condition Central area has reduced by approx. 15 % and Puketapapa has reduced by approx. 5 %
- Footpaths in Good Condition Central area has improved by approx. 16 % and Puketapapa has improved by approx. 13%
- Footpaths in Average Both areas have reduced by approx. 3 %.
- Footpaths in Poor Central area has reduced by approx. 3 % and Puketapapa has reduced by approx. 4 %
- Footpaths in Very Poor Both areas show a marginal increase in footpath condition- some improvement for footpath in very poor condition.





Regional Footpath Maintenance (Opex) and Renewal Expenditure Vs Depreciation



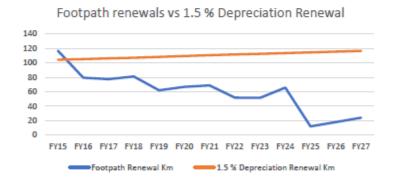
- Maintenance and Renewal budgets have been constrained over past 12 years.
- As result priority is given to road renewals due to rapid deterioration under traffic loading and potential safety issues.
- FY 24 budget is approximately equal to FY 13 budget – not allowing for cost inflation
- Footpath deterioration is shown by increased depreciation.
- · Renewal budgets should align with depreciation
- FY 25 FY 27 footpath budget has dropped due to reduced NZTA funding.
- Inflation from FY13 to FY 27. = 47%.



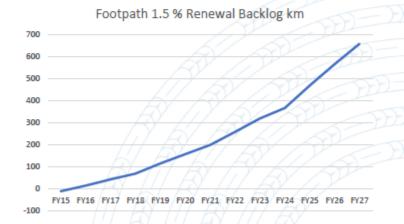


Regional Footpath Renewal Achievement

Footpath Renewals achieved reduced over time. Budget should match depreciation – 1.5% = 67 Years life.



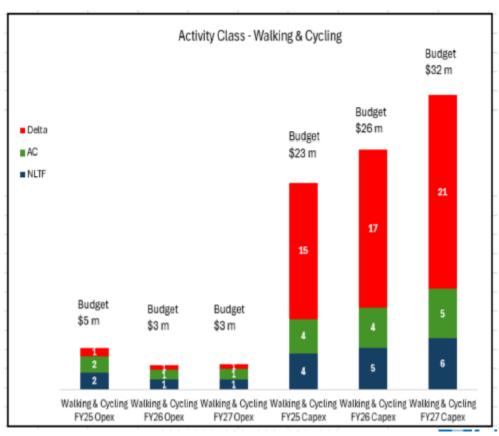
Backlog in footpath renewal across region due to constrained budget – backlog higher for roads







FY-25 to FY-27 Maintenance (Opex) and Renewal Budget



- RLTP proposed renewal and opex budget for footpath/walking& cycling.
- · Left side represents footpath opex budget for next three years.
- Right side represents footpath renewal budget for next three years.
- Prior to FY25, NZTA funded 50% of footpath and cycle path activities.
- The green and blue bars indicate the revised budget as a result of NZTA funding reduction.
- The red bar is the current budget short fall which needs to be 100% funded by council.
- · AT is discussing with Council how to fund the short fall.





Footpath Assessment of Regional and Arterial Roads in Puketapapa Local Board

Dominion Rd (Mt Eden)	Mt Roskill Rd
Hillsborough Rd (Hillsborough)	Pah Rd (Epsom)
Hillsborough Rd (Lynfield)	Richardson Rd (Mt Roskill)
May Rd (Mt Roskill)	Richardson Rd (Owairaka)
Mt Albert Rd (Sandringham)	Sandringham Rd Ext
Mt Albert Rd (Three Kings) (cwc)	Stoddard Rd
Mt Eden Rd	White Swan Rd





Dominion Road



- Dominion Road footpath condition assessment carried out in 2023/24.
- · Footpath section between Landscape Road and Richardson Road.
- Footpaths are used by pedestrians and some footpath sections are shared paths, used by cyclists and pedestrians.
- The route itself is a busy route used by all mode of travel including cars and local buses
- · Footpaths are on both side of the road.
- · Average age of the footpath is 30 years.
- Most of the footpaths on this road are concrete footpaths with some chip seal, asphaltic concrete (red) and AC Special (red/black)+bands.
- Majority of the footpaths are in average to good condition (Grade 2-3).
- Footpath sections between Jasper Avenue and Haig Avenue are in poor to very poor condition.
- Of the total 4% of the footpaths on Dominion Roads are in poor and very poor condition.





Hillsborough Road



- Hillsborough Road footpath condition assessment carried out in 2023/24.
- · Footpath section between White Swan Road and Mt Albert Road.
- Footpaths are used by pedestrians and some footpath sections are shared paths, used by cyclists and pedestrians.
- The route itself is a busy route used by all mode of travel including cars and local buses.
- · Footpaths are on both side of the road.
- · Average age of the footpath is 26 years.
- Most of the footpaths on this road are concrete footpaths and some are black oxide exposed aggregate concrete.
- · Majority of the footpaths are in good condition (Grade 2).
- Of the total 0% of the footpaths on Hillsborough Road are in poor and very poor condition.





May Road



- · May Road footpath condition assessment was carried out in 2023/24.
- · Footpath section between Mt Albert Road and Richardson Road.
- Footpaths are used by pedestrians and some footpath sections are shared paths, used by cyclists and pedestrians.
- The route itself is a busy route used by all mode of travel including cars and local buses.
- · Footpaths are on both side of the road.
- · Average age of the footpath is 22 years. Few sections are less than 5 years old.
- Most of the footpaths on this road are concrete footpaths with some black oxide exposed aggregate.
- · Majority of the footpaths are in average to good condition (Grade 2-3).
- Footpath sections between Jasper Avenue and Haig Avenue are in poor to very poor condition.
- Of the total 4% of the footpaths on Dominion Roads are in poor and very poor condition.





Mt Roskill Road



- . Mt. Roskill Road footpath condition assessment was carried out in 2023/24.
- · Footpath section between Mt Albert Road and Denbigh Avenue.
- · Footpaths are mostly used by pedestrians.
- · Footpaths are on both side of the road.
- Footpath between Memorial Avenue and Mt. Albert Road is quite new. Similarly, footpath between Memorial Avenue and Denbigh Avenue is in average condition.
- Most of the footpaths on this road are concrete footpaths with some black oxide exposed aggregate concrete.
- · Majority of the footpaths are in good to average condition (Grade 2-3).
- · There are no footpath sections in poor or very poor condition.





Pah Road

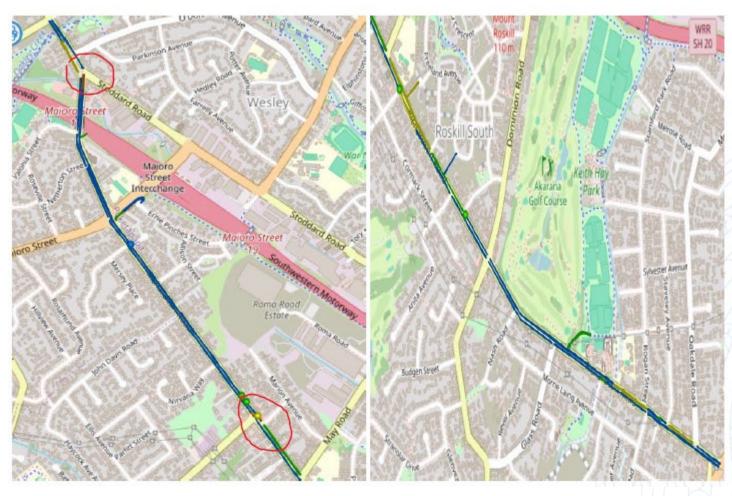


- Pah Road footpath condition assessment carried out in 2023/24.
- Footpath section between Trafalgar Street and Manukau Road.
- · Pah Road footpaths are in good condition.
- · A small amount of footpath is in average condition.
- There are no footpath section/s in poor or very poor condition.





Richardson Road



- Richardson Road footpath condition was carried out in 2023/24.
- Footpath section between Hendon Avenue and Hillsborough Road.
- The total centre-line length of the road is 9201m.
- Footpaths are mostly used by pedestrians as this route is used by buses.
- Some footpath sections are shared path used by pedestrians and cyclists.
- · Footpaths are on both side of the road.
- Most of the footpaths on this road are concrete footpaths with some exposed aggregate concrete.
- Most of the footpaths are in good to average condition (Grade 2-3).
- Only 1% of footpath section are in poor or very poor condition.





Stoddard Road



- Stoddard Road footpath condition assessment was carried out in 2023/24.
- · Footpath section between Richardson Road and May Road.
- · Footpaths are mostly used by pedestrians.
- · Footpaths are on both side of the road.
- Most of the footpaths on this road are concrete footpaths with some black oxide exposed concrete.
- · Most of the footpaths are in excellent to good condition (Grade 1-2).
- · There are no footpath sections in poor to very poor condition.





White Swan Road



- · White Swan Road footpath condition assessment was carried out in 2023/24.
- · Footpath section between Boundary Road and Richardson Road.
- · The total centre-line length of the road assessed was 3389m.
- · Footpaths are mostly used by pedestrians.
- · Footpaths are on both side of the road.
- · The average age of the footpath is 27 years old.
- Most of the footpaths on this road are concrete footpaths with some black oxide exposed aggregate.
- . Majority of the footpaths are in good to average condition (Grade 2-3).
- · There are no footpath sections in poor or very poor condition.





Sandringham Road Ext



- Sandringham Road Ext. footpath condition assessment was carried out in 2023/24.
- · Footpath section between Mt. Albert Road and Denbigh Avenue.
- The total centre-line length of the road assessed was 842m.
- · Footpaths are mostly used by pedestrians.
- · Footpaths are on both side of the road.
- · Most of the footpaths on this road are concrete footpaths.
- · All footpaths that was assessed are in good condition (Grade 2).
- · The average age of the footpath is 24 years.
- · There are no footpath sections in poor or very poor condition.





Conclusions/Recommendations

- The footpaths condition assessments are carried out every two years across the region on all roads.
- The latest condition assessment was carried out in 2023/24 in Puketapapa LB area.
- Grade 5 very poor faults are given highest priority
- Footpath renewals are programmed with kerb and channel and road renewals to ensure work is carried out efficiently and to minimise disruption to the public.
- The footpath renewal programme is based on renewal of footpath sections in Grade 4 poor and Grade 5 – very poor condition.
- Overall condition of the footpaths in Puketapapa Local Board ranges from average to good condition.
- Only 1% of footpaths in poor condition. These footpath sections are in next 3-5 years forward works programme.
- Very Poor (Grade-5) footpaths contributes 2% of the total footpath length in the Puketapapa Local Board.
- Grade 5 faults that are unsafe are reported to the maintenance team for repair.
- Any other section of Grade-5 footpath are be included in the forward works programme.
- Footpath renewal programme is dependent on available budget. To achieve a footpath life of 67 years, renewal rate needs to be increased.
- Footpath renewal budget should align with depreciation at 1.5% to achieve a life of 67 Years.

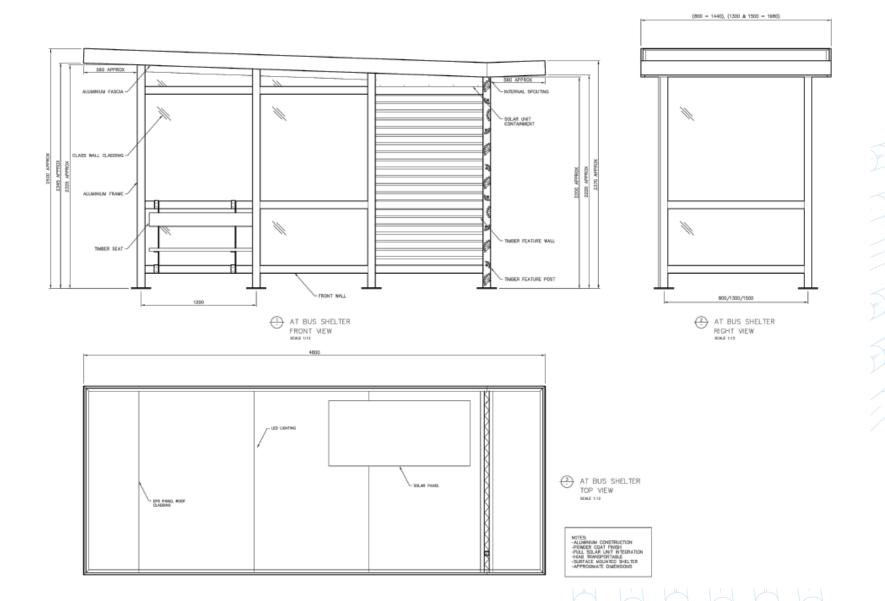


AT updateprojects

by Jennifer Fraser



2. Concept Plan







Richardson Road bus stop - to give you an idea, it may look like this but to be confirmed depending on budget



Thank you

